IC Ticket Report with Category Summary

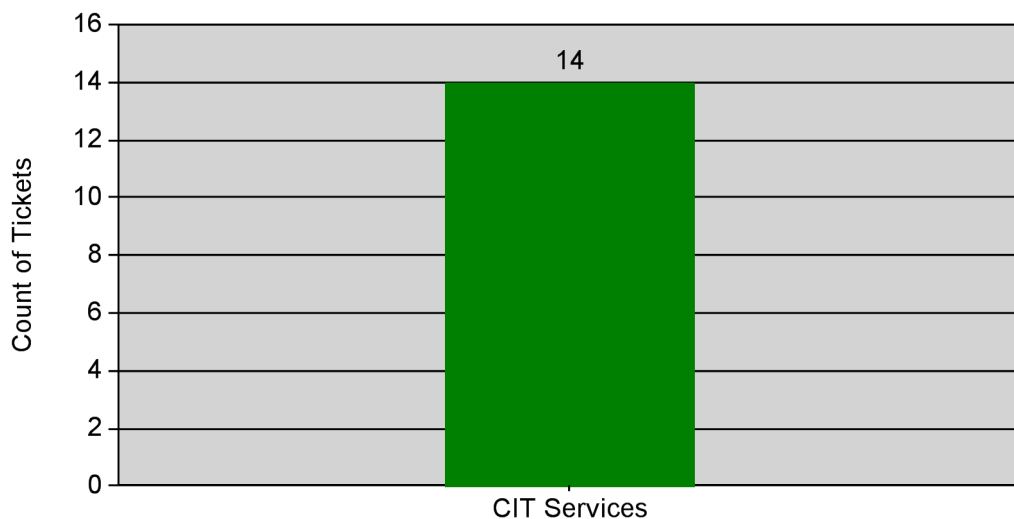**CIT**

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

Anonymous		14
CIT Services		**14**
Connectivity	1	
General Information	13	

IC Ticket Report with Category Summary
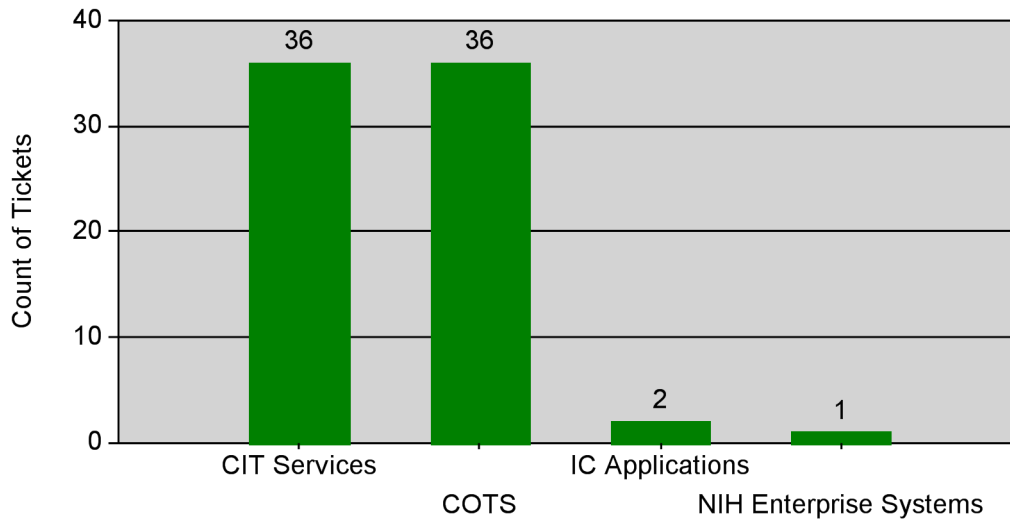
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

BCRS		75
CIT Services		**36**
Accounts	10	
Back Office Support	16	
Connectivity	1	
Email	7	
General Information	1	
Telecommunications	1	
COTS		**36**
Application Support	15	
Hardware	21	
IC Applications		**2**
Local LAN	1	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**1**
ADB	1	

IC Ticket Report with Category Summary
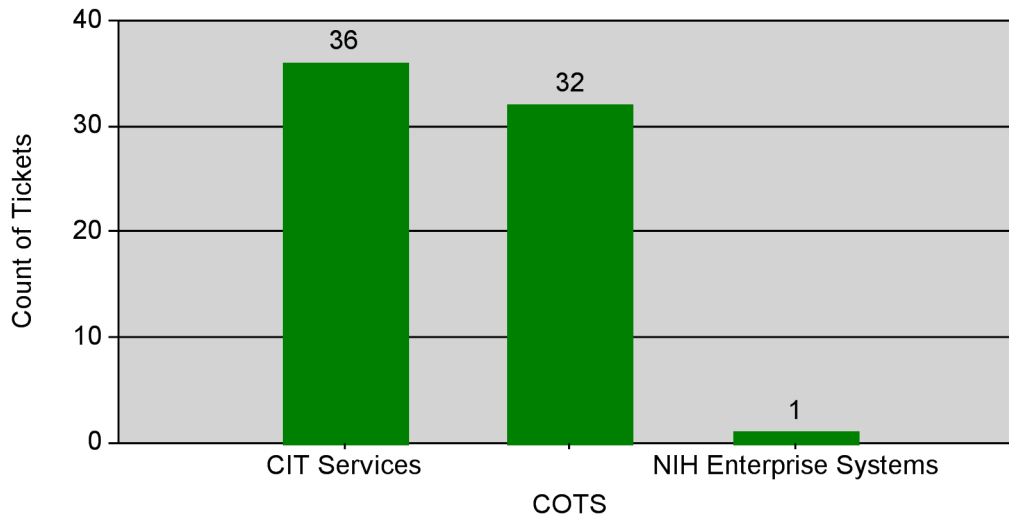
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

BHPR		69
CIT Services		**36**
Accounts	17	
Back Office Support	6	
CIT Categories	1	
Connectivity	1	
Email	9	
General Information	1	
Wireless Services	1	
COTS		**32**
Application Support	14	
Hardware	18	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary
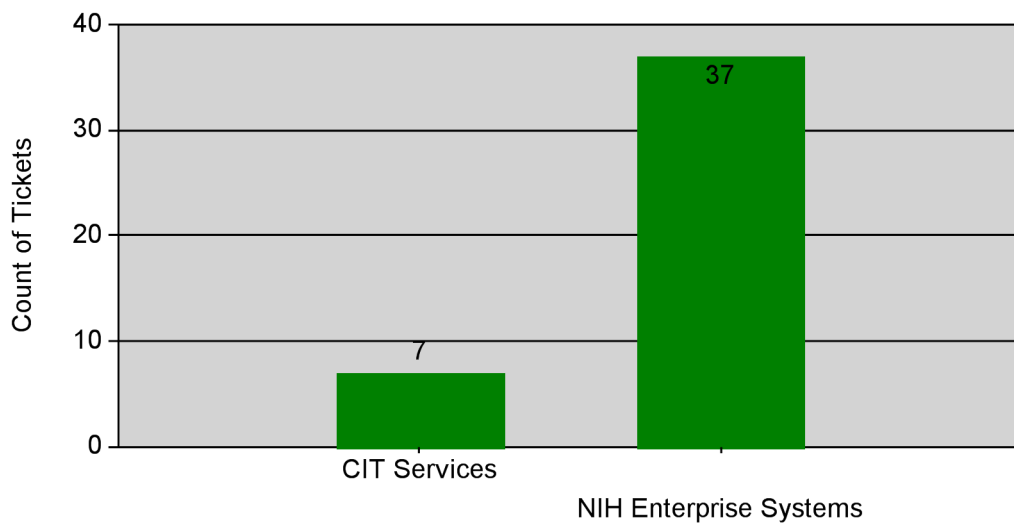
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CBER		44
CIT Services		**7**
Accounts	5	
Video	2	
NIH Enterprise Systems		**37**
ADB	1	
ITAS	36	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

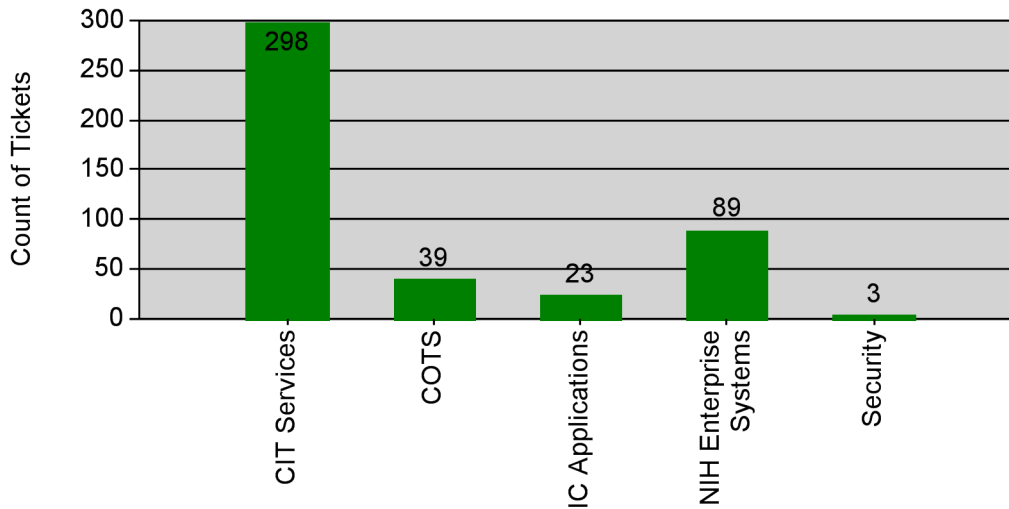| CC		452
CIT Services		**298**
Accounts	172	
Back Office Support	8	
CIT Categories	4	
Connectivity	3	
Email	21	
General Information	31	
NIHnet	5	
OS/390	2	
Telecommunications	16	
Training	5	
Video	3	
Wireless Services	28	
COTS		**39**
Application Support	21	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	18	
IC Applications		**23**
CC Clinical Applications	5	
CC Clinical Applications-ATV	1	
CC Technical Operations	2	
Local LAN	5	
Web Site Issue (non-CIT)	10	
NIH Enterprise Systems		**89**
ADB	15	
ITAS	11	
NBS-Sandbox	1	
NBS-User Call	33	
NED	24	
NIH Data Warehouse	1	
NIH Services	4	
Security		**3**
NIHnet-Network Security	1	
Security	2	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

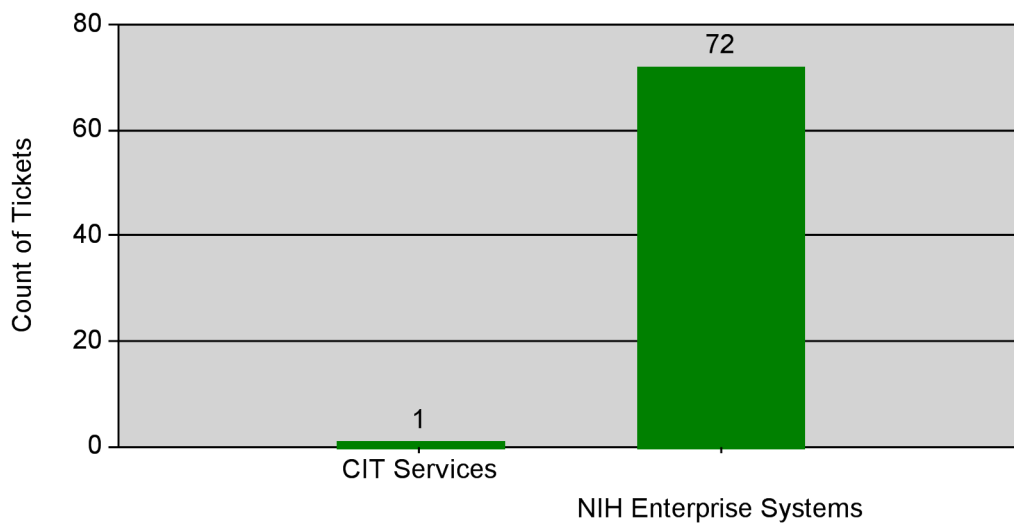| CDER		73
CIT Services		**1**
Accounts	1	
NIH Enterprise Systems		**72**
ITAS	72	

IC Ticket Report with Category Summary

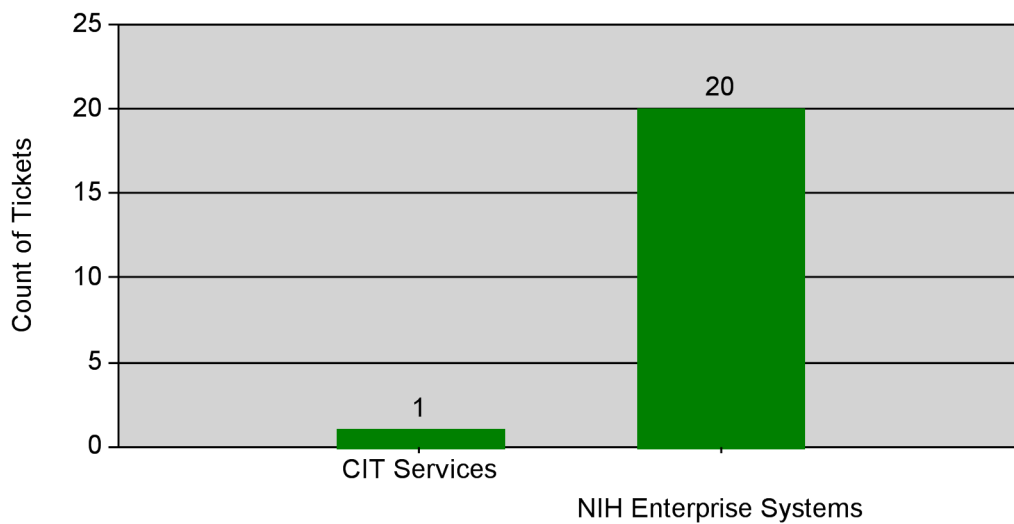For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CDRH		21
CIT Services		**1**
Accounts	1	
NIH Enterprise Systems		**20**
ITAS	20	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CFSAN		19
NIH Enterprise Systems		**19**
ITAS	19	

IC Ticket Report with Category Summary
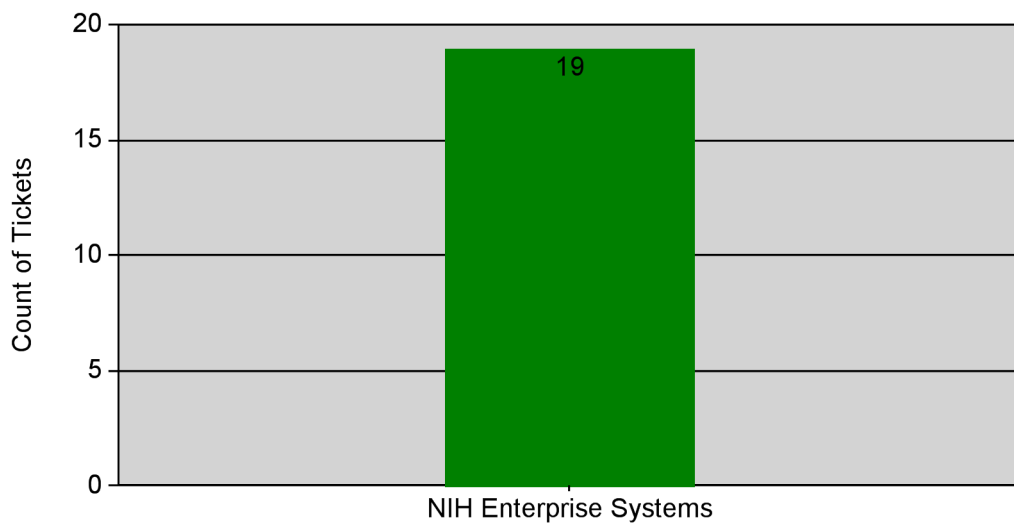
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

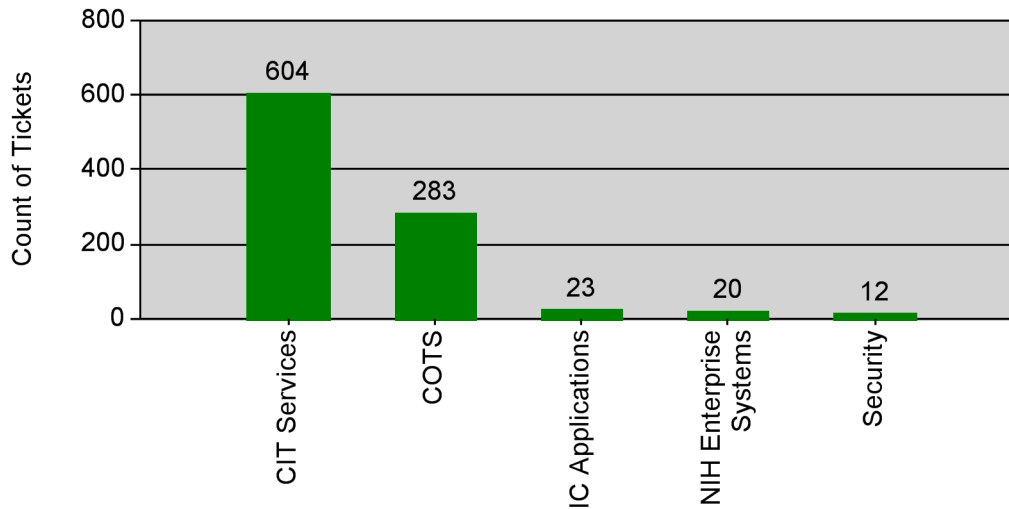| CIT		942
CIT Services		**604**
Accounts	139	
Back Office Support	35	
CIT Categories	7	
CIT Categories Aspect	4	
CIT Categories Knova	8	
CIT Categories Remedy	16	
CIT Categories-Aspect	1	
Conference Room Support-Equipment Setup	1	
Connectivity	28	
Email	101	
General Information	202	
Helix Support	1	
NECS	1	
NIHnet	22	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

OS/390	2	
Telecommunications	13	
Training	2	
Video	3	
Wireless Services	18	
COTS		**283**
Application Support	141	
Hardware	142	
IC Applications		**23**
CC Clinical Applications	1	
Local LAN	11	
Web Site Issue (non-CIT)	11	
NIH Enterprise Systems		**20**
Capital HR Func App Suppt	1	
Capital HR Security	1	
ITAS	1	
NBS-User Call	11	
NED	3	
NIH Services	3	
Security		**12**
Security	12	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CQ		12
CIT Services		**10**
Back Office Support	1	
Connectivity	1	
Email	7	
General Information	1	
COTS		**2**
Application Support	2	

IC Ticket Report with Category Summary
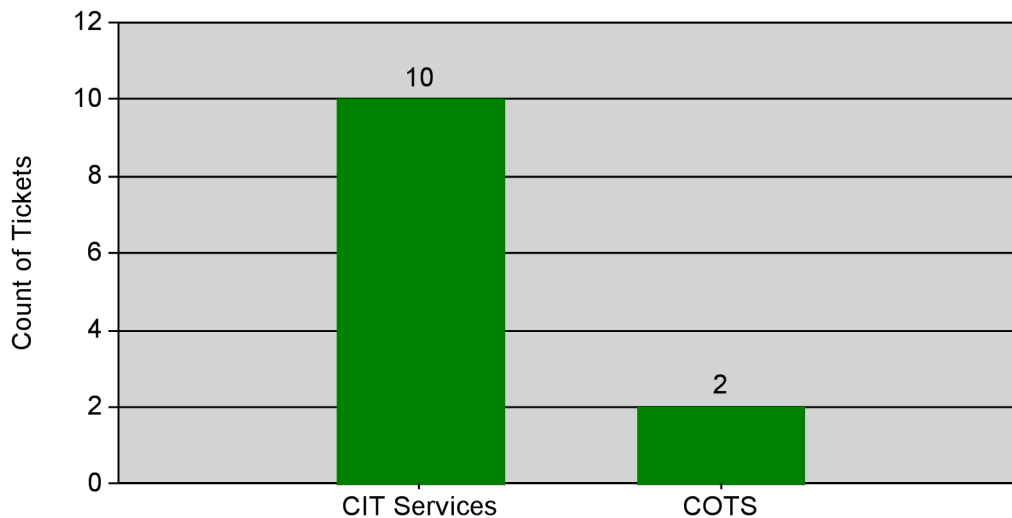
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CSR		**281**
CIT Services		**147**
Accounts	39	
Back Office Support	25	
CIT Categories	5	
Conference Room Support-Equipment Setup	3	
Conference Room Support-Reserve	16	
Connectivity	13	
Email	18	
General Information	18	
NIHnet	1	
Telecommunications	3	
Training	1	
Video	1	
Wireless Services	4	
COTS		**88**
Application Support	34	

IC Ticket Report with Category Summary
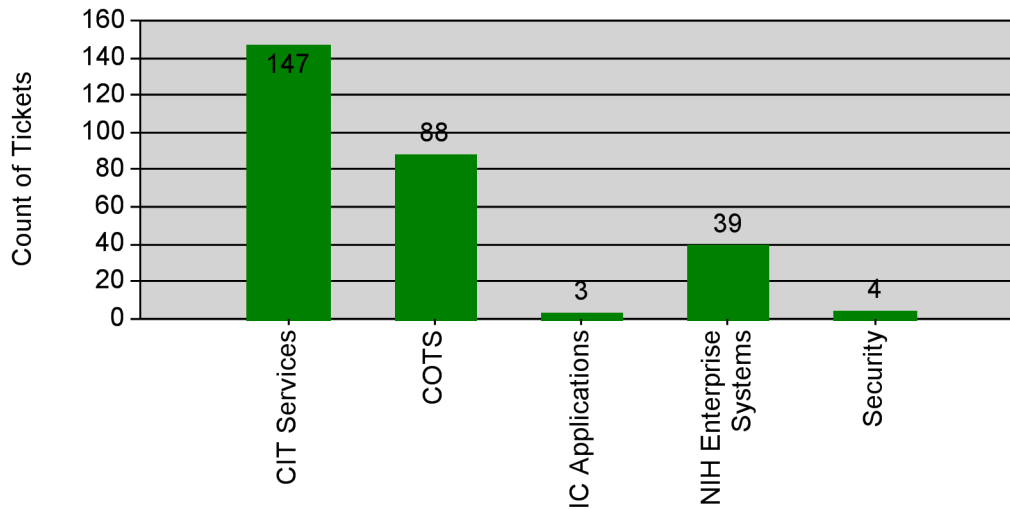
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	54	
IC Applications		**3**
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**39**
ADB	1	
eRA-COMMONS	2	
eRA-IMPAC II	5	
eRA-Infrastructure	2	
eRA-Referral and Review	6	
eRA-Reporting	1	
eRA-Software BA	2	
ITAS	2	
NBS-User Call	12	
NED	1	
NIH Services	5	
Security		**4**
Security	4	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

CVM	15
NIH Enterprise Systems	**15**
ITAS	15

IC Ticket Report with Category Summary
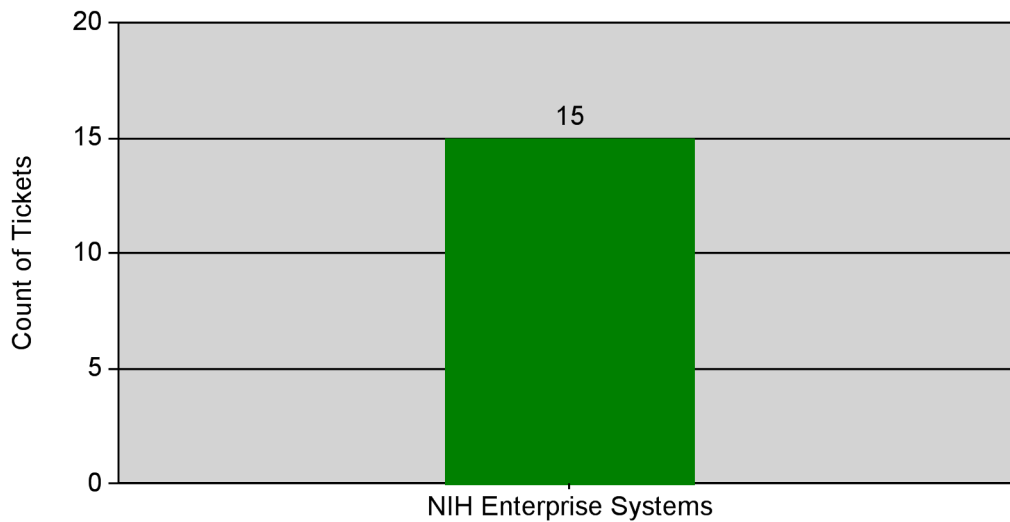
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

FDA-OC		31
CIT Services		**2**
Accounts	2	
NIH Enterprise Systems		**29**
ITAS	29	

IC Ticket Report with Category Summary
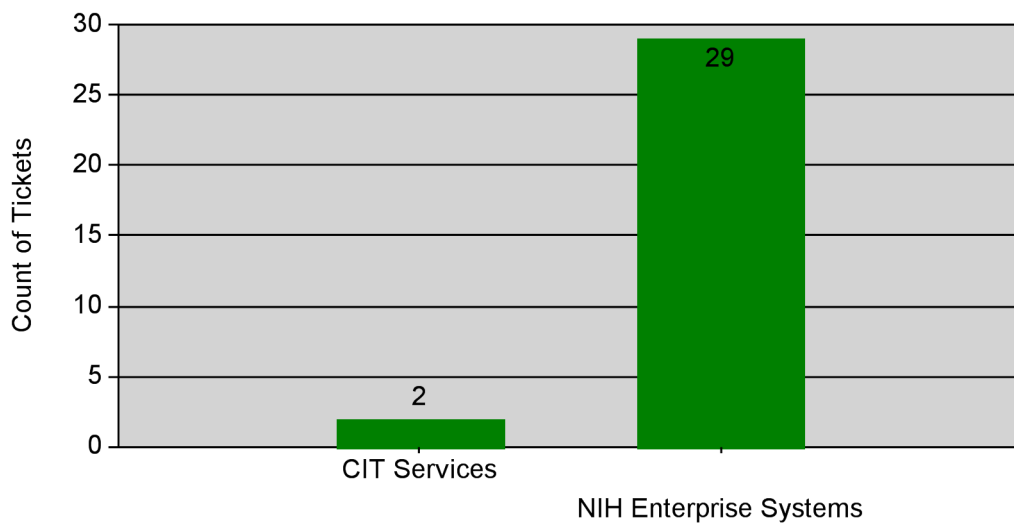
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

FIC		73
CIT Services		**37**
Accounts	9	
Back Office Support	5	
Conference Room Support-Equipment Setup	5	
Connectivity	4	
Email	4	
General Information	5	
Wireless Services	5	
COTS		**27**
Application Support	16	
Hardware	11	
IC Applications		**2**
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		**6**
eRA-COMMONS	1	

IC Ticket Report with Category Summary
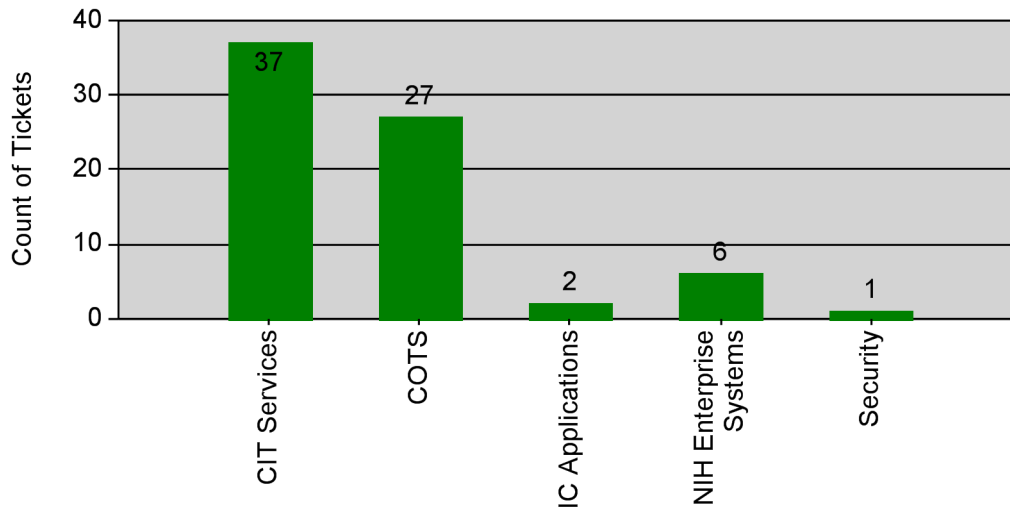
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	4
NED	1
Security	**1**
Security	1

Tickets By Category Summary

HHS		420
CIT Services		**238**
Accounts	123	
Back Office Support	47	
CIT Categories Remedy	2	
Connectivity	6	
Email	33	
General Information	14	
OS/390	1	
Video	6	
Wireless Services	6	
COTS		**137**
Application Support	63	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

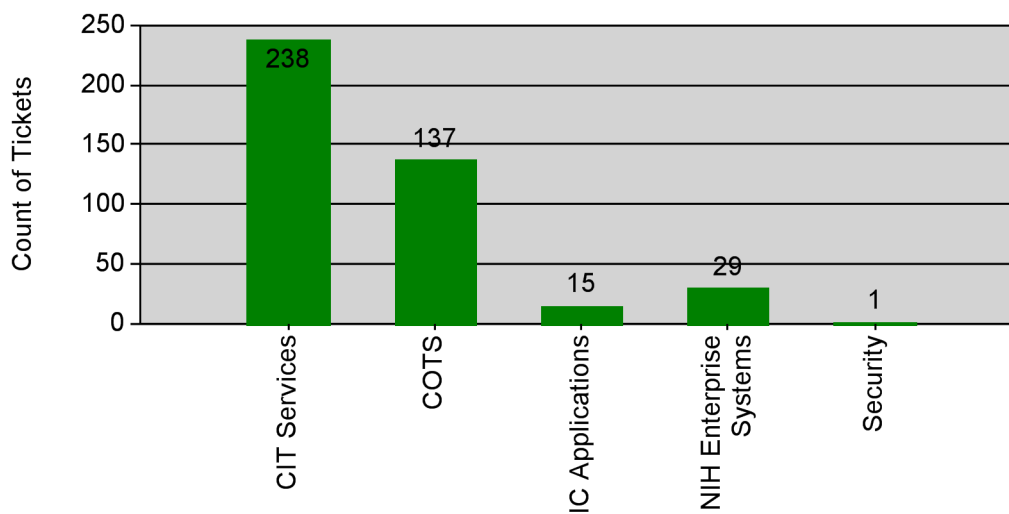Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	74	
IC Applications		**15**
CC Clinical Applications	1	
CC Technical Operations	1	
Local LAN	9	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		**29**
ADB	3	
eRA-COMMONS	1	
eRA-DB	1	
eRA-Grants Management	1	
eRA-IMPAC II	9	
eRA-UAT	1	
GovTrip User Call	1	
ITAS	3	
NBS-User Call	1	
NED	6	
NIH Services	2	
Security		**1**
Anti Virus SW	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

HRSA-OC	4
CIT Services	**4**
Accounts	1
Connectivity	1
General Information	1
Wireless Services	1

IC Ticket Report with Category Summary
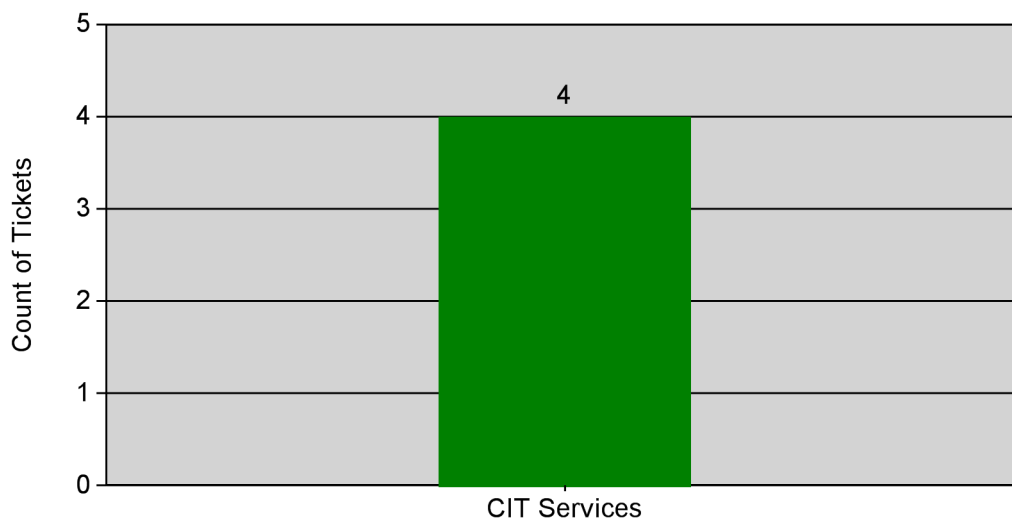
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

HSB		**22**
CIT Services		**12**
Accounts	5	
Back Office Support	1	
Connectivity	1	
Email	4	
General Information	1	
COTS		**9**
Application Support	2	
Hardware	7	
IC Applications		**1**
Local LAN	1	

IC Ticket Report with Category Summary
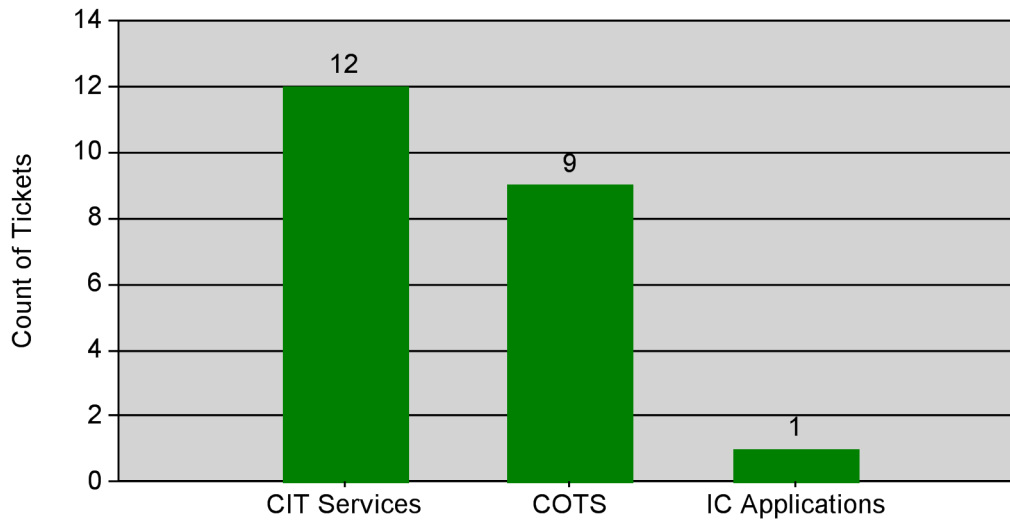
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NCCAM		106
CIT Services		**48**
Accounts	17	
Back Office Support	10	
Conference Room Support-Equipment Setup	1	
Connectivity	2	
Email	4	
General Information	5	
NIHnet	1	
Telecommunications	2	
Video	1	
Wireless Services	5	
COTS		**42**
Application Support	11	
Hardware	31	
IC Applications		**4**
Local LAN	4	

IC Ticket Report with Category Summary
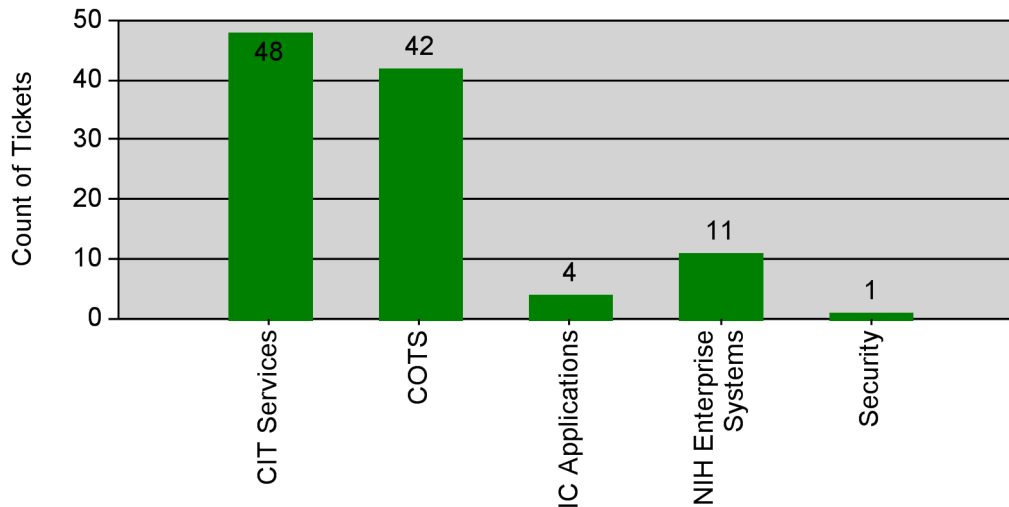
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems		11
ADB	1	
eRA-DB	1	
eRA-Grants Management	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	3	
NED	1	
NIH Services	2	
Security		**1**
Security	1	

Tickets By Category Summary

NCI		4088
CIT Services		**2004**
Accounts	919	
Back Office Support	291	
CIT Categories	13	

IC Ticket Report with Category Summary
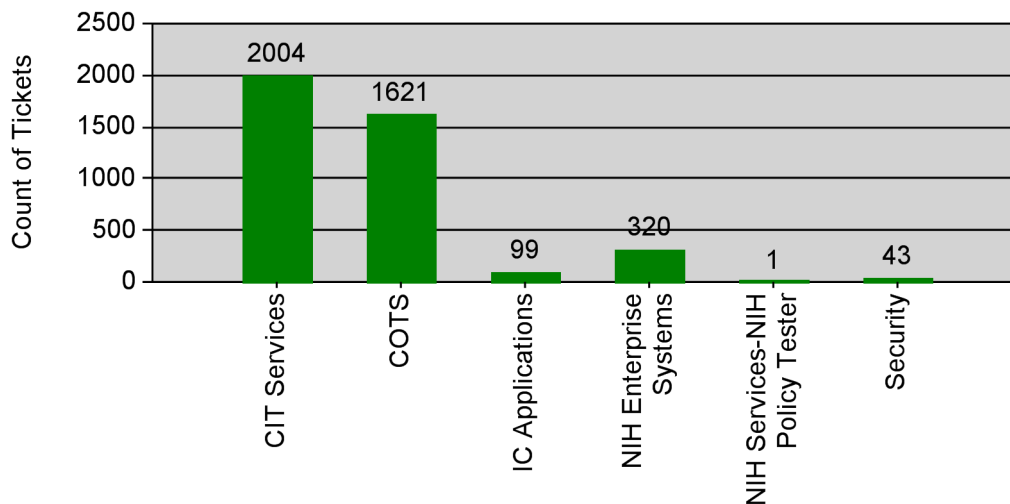
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	74	
Connectivity	93	
Email	224	
General Information	178	
Helix Support	5	
iSDP/Software Distribution	1	
NIH Cabling Infrastructure-Cabling	1	
NIHnet	24	
OS/390	3	
Telecommunications	34	
Training	6	
Video	24	
Wireless Services	113	
COTS		**1621**
Application Support	630	
Hardware	991	
IC Applications		**99**
CC Clinical Applications	6	
CC Clinical Applications-ATV	1	
CC Technical Operations	3	
E-Grants	2	
Local LAN	75	
Web Site Issue (non-CIT)	12	
NIH Enterprise Systems		**320**
ADB	60	
Capital HR Security	2	
Capital HR Technical	1	
eRA-COMMONS	3	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	1
eRA-IMPAC II	7
eRA-Partnership Issues	1
eRA-Referral and Review	2
eRA-Reporting	2
eRA-Software BA	1
ITAS	12
NBS-Sandbox	2
NBS-User Call	108
NED	101
NIH Data Warehouse	1
NIH Services	14
NVision	2
NIH Services-NIH Policy Tester	**1**
NIH Services-NIH Policy Tester	1
Security	**43**
Security	43

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NCMHD		47
CIT Services		**12**
Accounts	3	
Back Office Support	5	
Email	1	
General Information	1	
NIHnet	1	
Wireless Services	1	
COTS		**27**
Application Support	11	
Hardware	16	
IC Applications		**2**
E-Grants	1	
Local LAN	1	
NIH Enterprise Systems		**6**
ADB	1	

IC Ticket Report with Category Summary
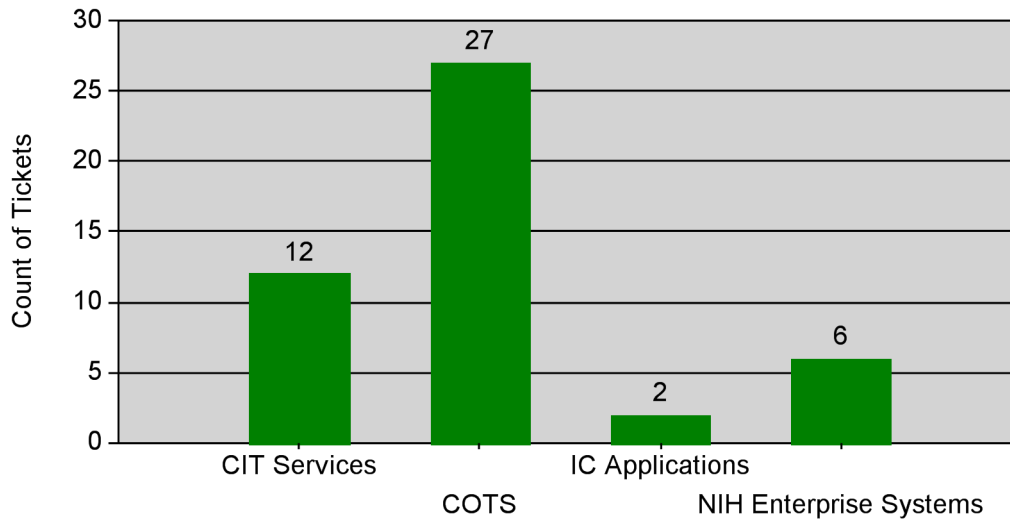
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	2
NIH Data Warehouse	1
NIH Services	2

Tickets By Category Summary

NCRR		230
CIT Services		**85**
Accounts	31	
Back Office Support	12	
CIT Categories	2	
Connectivity	2	
Email	11	
General Information	16	
NIHnet	1	
Telecommunications	1	
Video	1	
Wireless Services	8	
COTS		**71**
Application Support	31	

IC Ticket Report with Category Summary
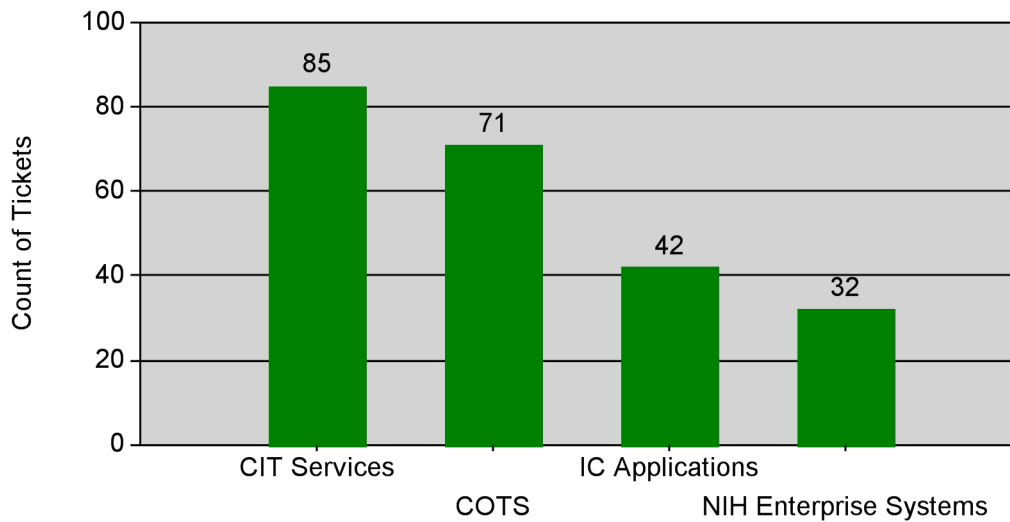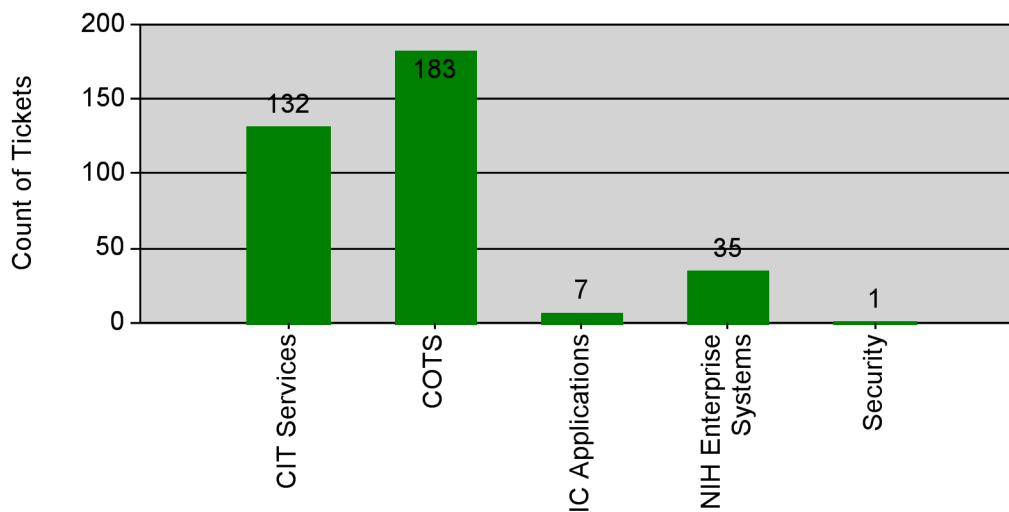
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	40
IC Applications	**42**
Local LAN	2
Web Site Issue (non-CIT)	40
NIH Enterprise Systems	**32**
eRA-IMPAC II	5
eRA-Infrastructure	1
eRA-Referral and Review	2
ITAS	1
NBS-User Call	9
NED	5
NIH Data Warehouse	1
NIH Services	8

Tickets By Category Summary

NEI	**358**
CIT Services	**132**
Accounts	51

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	25	
Conference Room Support-Equipment Setup	3	
Connectivity	9	
Email	18	
General Information	11	
NIHnet	3	
Telecommunications	5	
Training	2	
Wireless Services	5	
COTS		**183**
Application Support	103	
Hardware	80	
IC Applications		**7**
Local LAN	4	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**35**
ADB	6	
eRA-COMMONS	1	
eRA-IMPAC II	1	
ITAS	1	
NBS-User Call	16	
NED	7	
NIH Data Warehouse	1	
NIH Services	1	
NVision	1	
Security		**1**
Security	1	

IC Ticket Report with Category Summary

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NHGRI		**516**
CIT Services		**223**
Accounts	96	
Back Office Support	31	
CIT Categories	3	
Conference Room Support-Equipment Setup	5	
Connectivity	9	
Email	29	
General Information	20	
NIHnet	6	
Telecommunications	1	
Training	2	
Unix Support	9	
Video	1	
Wireless Services	11	
COTS		**232**
Application Support	95	

IC Ticket Report with Category Summary
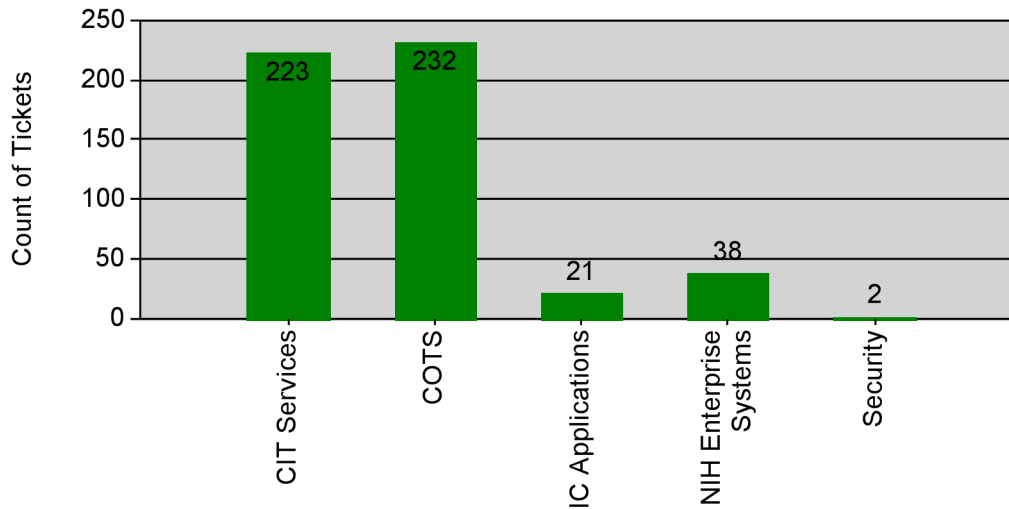
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	137
IC Applications	**21**
CC Clinical Applications	2
CC Clinical Applications-ATV	1
Local LAN	13
Web Site Issue (non-CIT)	5
NIH Enterprise Systems	**38**
ADB	6
eRA-IMPAC II	1
eRA-Referral and Review	1
NBS-User Call	23
NED	4
NIH Services	3
Security	**2**
Security	2

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NHLBI		1286
CIT Services		**677**
Accounts	329	
Back Office Support	128	
CIT Categories	2	
CIT Categories Remedy	1	
Conference Room Support-Equipment Setup	14	
Conference Room Support-Reserve	1	
Connectivity	18	
Email	75	
General Information	47	
Helix Support	1	
iSDP/Software Distribution	1	
NIHnet	11	
OS/390	1	
Telecommunications	11	

IC Ticket Report with Category Summary
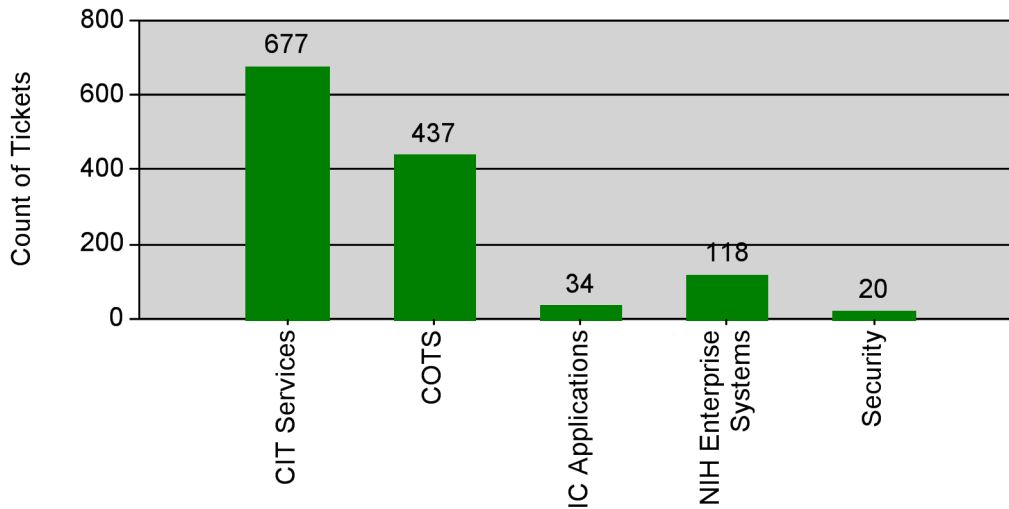
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Training	2	
Video	4	
Wireless Services	31	
COTS		**437**
Application Support	204	
Hardware	233	
IC Applications		**34**
CC Clinical Applications	2	
Local LAN	24	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		**118**
ADB	18	
eRA-COMMONS	5	
eRA-External	1	
eRA-IMPAC II	5	
eRA-Infrastructure	2	
eRA-Referral and Review	1	
ITAS	7	
NBS-User Call	54	
NED	8	
NIH Data Warehouse	3	
NIH Services	8	
NIH Services-NEES	2	
NVision	4	
Security		**20**
Anti Virus SW	1	
Security	19	

IC Ticket Report with Category Summary
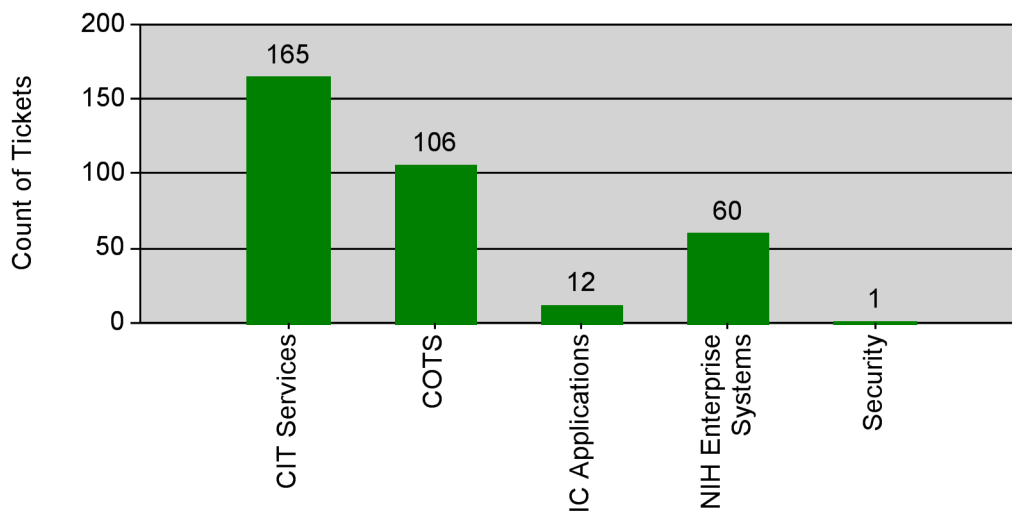
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIA		344
CIT Services		**165**
Accounts	64	
Back Office Support	26	
CIT Categories	2	
Conference Room Support-Equipment Setup	6	
Connectivity	8	
Email	15	
General Information	22	
NIHnet	2	
Telecommunications	2	
Training	2	
Video	6	
Wireless Services	10	
COTS		**106**
Application Support	35	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	71
IC Applications	**12**
Local LAN	12
NIH Enterprise Systems	**60**
ADB	11
eRA-COMMONS	1
ITAS	3
NBS-Sandbox	1
NBS-User Call	26
NED	10
NIH Services	8
Security	**1**
Security	1

Tickets By Category Summary

Category	Count of Tickets
CIT Services	85
COTS	36
IC Applications	5
NIH Enterprise Systems	40

NIAAA	**166**
CIT Services	**85**
Accounts	28

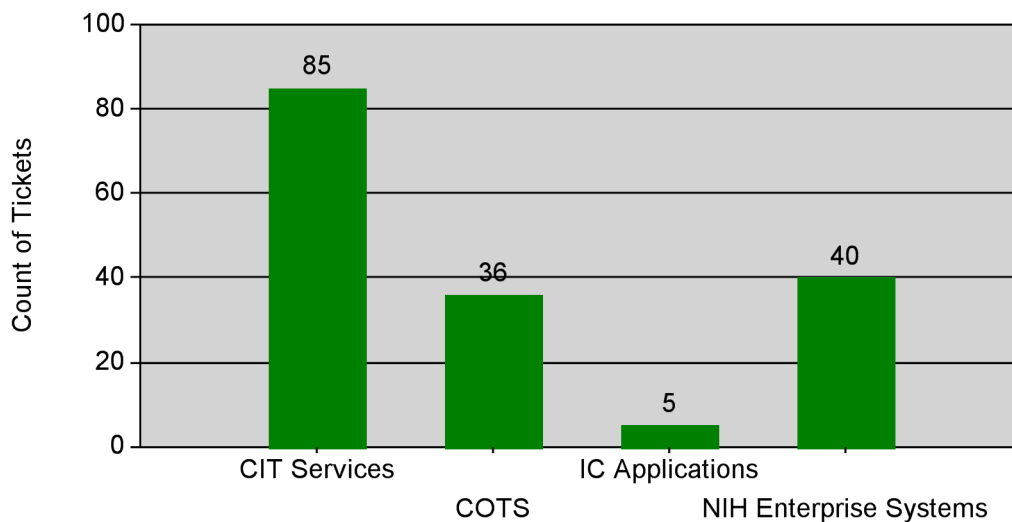# IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Back Office Support	8	
Conference Room Support-Equipment Setup	5	
Conference Room Support-Monitor Conference	1	
Connectivity	2	
Email	6	
General Information	8	
NIHnet	20	
Telecommunications	3	
Video	1	
Wireless Services	3	
COTS		**36**
Application Support	11	
Hardware	25	
IC Applications		**5**
Local LAN	2	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**40**
ADB	7	
Capital HR Security	2	
eRA-IMPAC II	1	
eRA-Infrastructure	3	
ITAS	5	
NBS-User Call	11	
NED	9	
NIH Services	2	

IC Ticket Report with Category Summary
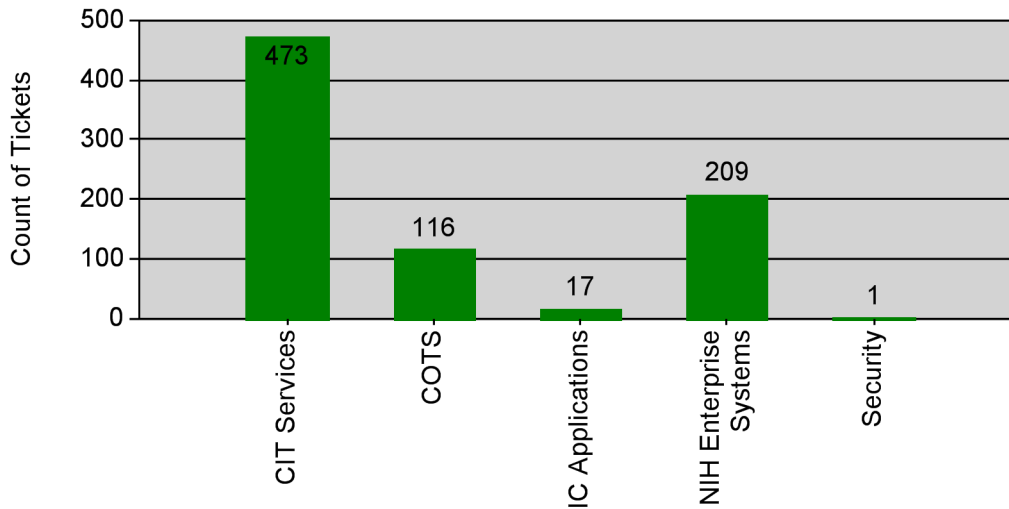
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIAID		816
CIT Services		**473**
Accounts	218	
Back Office Support	31	
CIT Categories	5	
Conference Room Support-Equipment Setup	3	
Conference Room Support-Reserve	1	
Connectivity	16	
Email	47	
General Information	36	
NIHnet	17	
OS/390	1	
Telecommunications	14	
Training	4	
Video	4	
Wireless Services	76	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

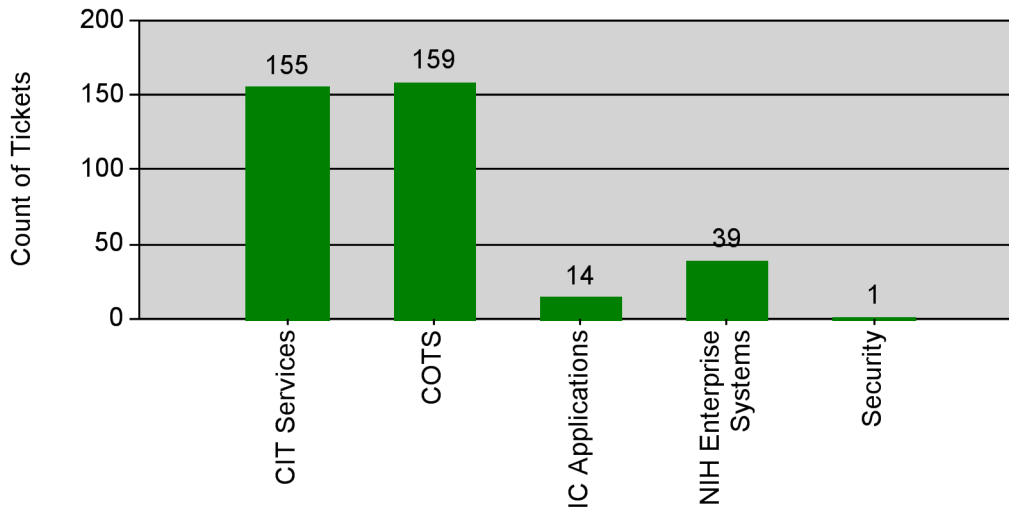|		
COTS		**116**
Application Support	65	
Hardware	51	
IC Applications		**17**
CC Clinical Applications	4	
CC Technical Operations	3	
E-Grants	1	
Local LAN	5	
Web Site Issue (non-CIT)	4	
NIH Enterprise Systems		**209**
ADB	32	
Capital HR Technical	1	
eRA-Grants Management	2	
eRA-IMPAC II	3	
eRA-UAT	1	
GovTrip User Call	1	
ITAS	5	
NBS-NAppMan	2	
NBS-User Call	115	
NED	28	
NIH Data Warehouse	5	
NIH Services	12	
NVision	2	
Security		**1**
Security	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIAMS	368
CIT Services	**155**
Accounts	50
Back Office Support	17
CIT Categories	2
CIT Categories Remedy	2
Conference Room Support-Equipment Setup	6
Conference Room Support-Reserve	7
Connectivity	11
Email	23
General Information	15
NIHnet	3
OS/390	1
Telecommunications	4
Training	1
Video	2

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Wireless Services	11	
COTS		**159**
Application Support	86	
Hardware	73	
IC Applications		**14**
CC Clinical Applications	3	
Local LAN	8	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**39**
ADB	6	
Capital HR Security	1	
NBS-User Call	20	
NED	8	
NIH Services	2	
NIH Services-NEES	1	
NVision	1	
Security		**1**
Security	1	

IC Ticket Report with Category Summary
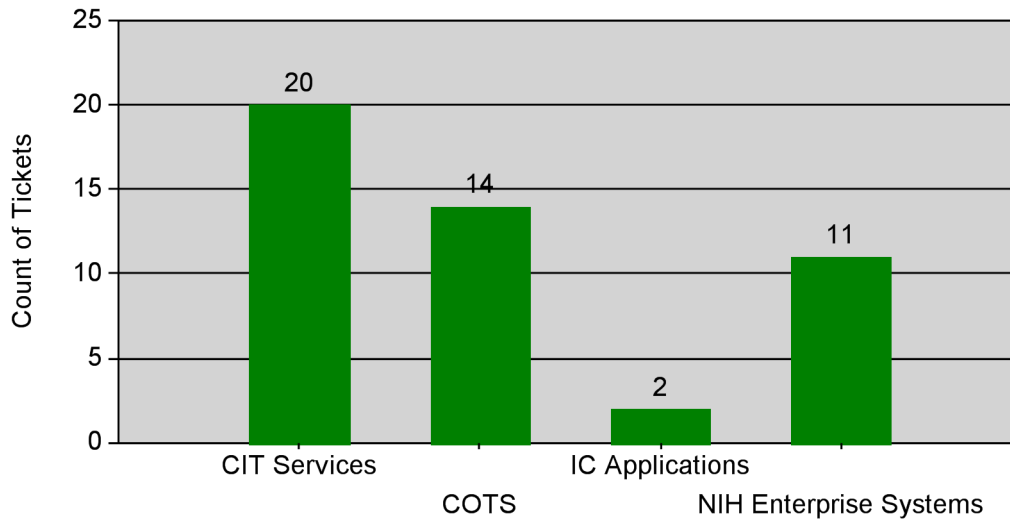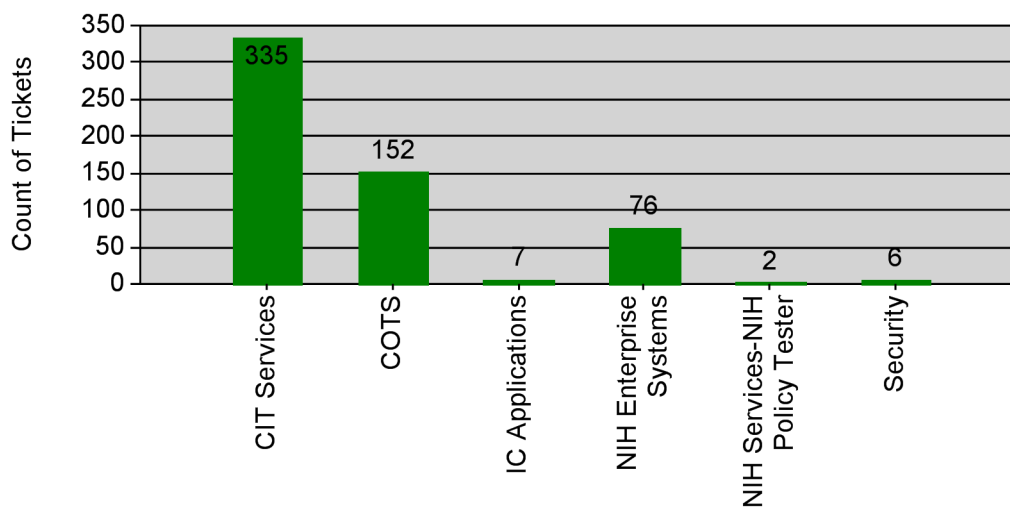
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIBIB		47
CIT Services		**20**
Accounts	6	
Back Office Support	2	
Connectivity	2	
Email	3	
General Information	2	
NIHnet	1	
Wireless Services	4	
COTS		**14**
Application Support	9	
Hardware	5	
IC Applications		**2**
Local LAN	1	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**11**
ADB	2	

IC Ticket Report with Category Summary

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

eRA-Grants Management	2
eRA-Reporting	1
NBS-User Call	4
NED	2

Tickets By Category Summary

NICHD	578
CIT Services	**335**

Accounts	184
Back Office Support	28
CIT Categories-General Information	1
Conference Room Support-Equipment Setup	11
Conference Room Support-Monitor Conference	1
Connectivity	15
Email	35
General Information	18
Helix Support	2
NIHnet	2

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

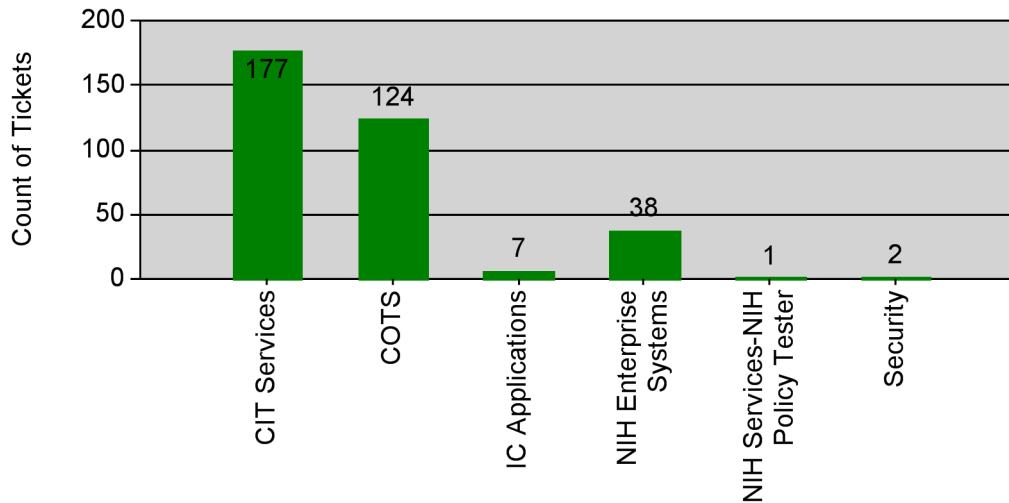|	
OS/390	1
Telecommunications	16
Training	1
Video	4
Wireless Services	16
COTS	**152**
Application Support	53
Hardware	99
IC Applications	**7**
CC Clinical Applications	1
Local LAN	2
Web Site Issue (non-CIT)	4
NIH Enterprise Systems	**76**
ADB	14
Capital HR Security	1
eRA-External	4
eRA-Grants Management	3
eRA-Infrastructure	1
ITAS	2
NBS-User Call	34
NED	15
NIH Services	1
NVision	1
NIH Services-NIH Policy Tester	**2**
NIH Services-NIH Policy Tester	2
Security	**6**
Anti Virus SW	1
Security	5

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIDA		**349**
CIT Services		**177**
Accounts	84	
Back Office Support	18	
CIT Categories	1	
Conference Room Support-Equipment Setup	3	
Connectivity	8	
Email	27	
General Information	15	
NIHnet	1	
Telecommunications	1	
Training	1	
Video	1	
Wireless Services	17	
COTS		**124**
Application Support	57	

IC Ticket Report with Category Summary
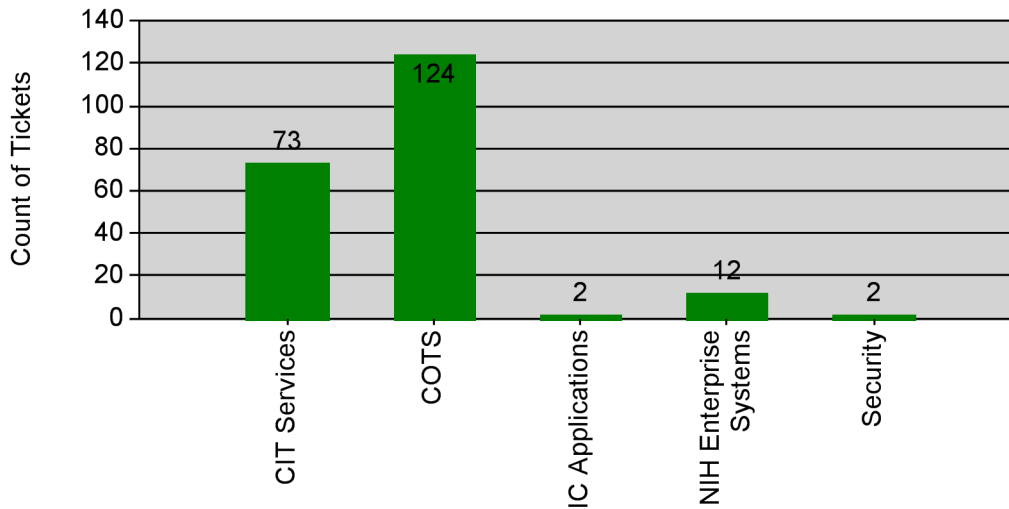
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	67	
IC Applications		**7**
Local LAN	5	
Web Site Issue (non-CIT)	2	
NIH Enterprise Systems		**38**
ADB	4	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Infrastructure	1	
eRA-Reporting	1	
ITAS	4	
NBS-User Call	17	
NED	3	
NIH Services	3	
NVision	3	
NIH Services-NIH Policy Tester		**1**
NIH Services-NIH Policy Tester	1	
Security		**2**
Security	2	

IC Ticket Report with Category Summary
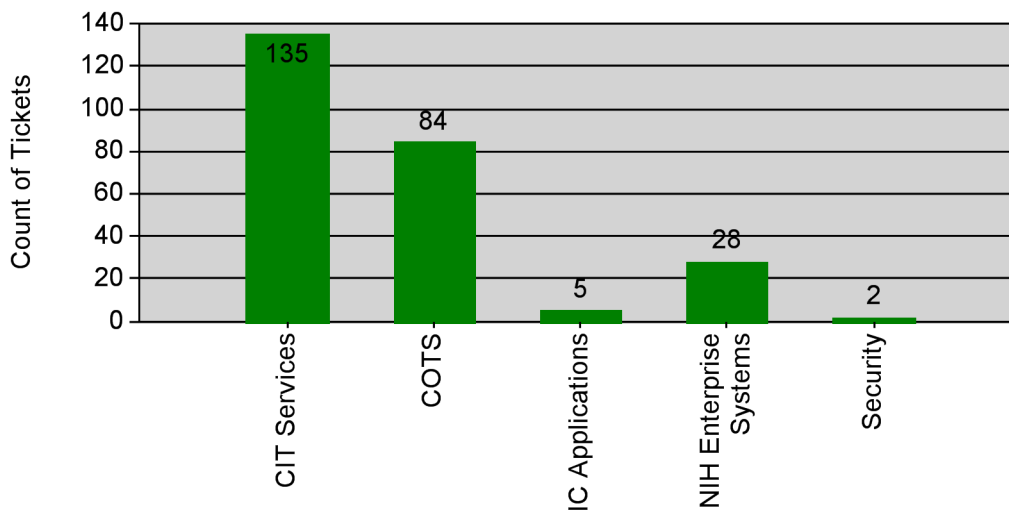
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIDCD		213
CIT Services		**73**
Accounts	30	
Back Office Support	3	
CIT Categories	1	
Connectivity	8	
Email	10	
General Information	13	
NIHnet	2	
Telecommunications	3	
Video	1	
Wireless Services	2	
COTS		**124**
Application Support	46	
Hardware	78	
IC Applications		**2**
Local LAN	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Web Site Issue (non-CIT)	1
NIH Enterprise Systems	**12**
ADB	3
ITAS	1
NBS-User Call	7
NED	1
Security	**2**
Security	2

Tickets By Category Summary

NIDCR		254
CIT Services		**135**
Accounts	82	
Back Office Support	4	
Conference Room Support-Equipment Setup	1	
Connectivity	7	
Email	20	
General Information	7	

IC Ticket Report with Category Summary
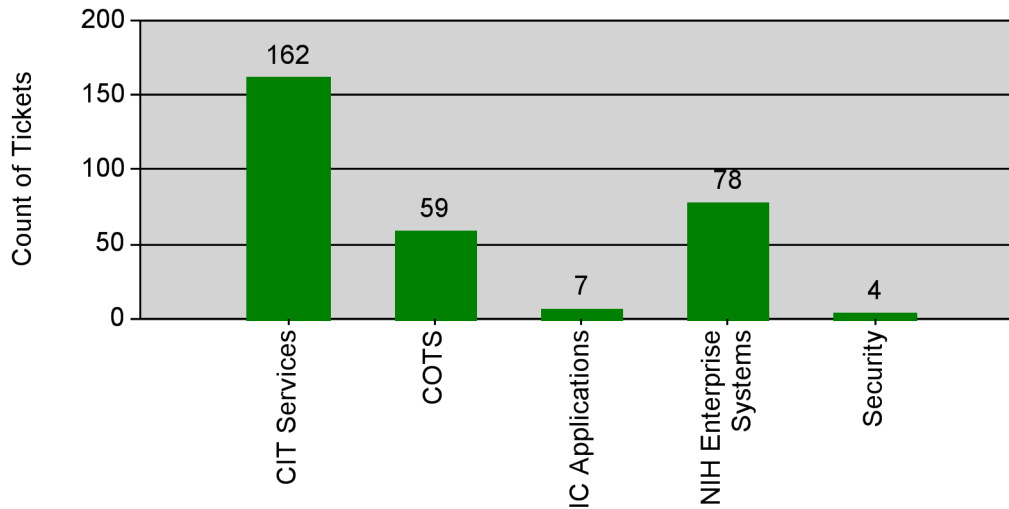
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

iSDP/Software Distribution	1	
NIHnet	2	
Training	2	
Wireless Services	9	
COTS		**84**
Application Support	41	
Hardware	43	
IC Applications		**5**
CC Clinical Applications	1	
Local LAN	1	
Web Site Issue (non-CIT)	3	
NIH Enterprise Systems		**28**
ADB	3	
ITAS	1	
NBS-User Call	17	
NED	6	
NIH Services	1	
Security		**2**
Security	2	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIDDK		**310**
CIT Services		**162**
Accounts	87	
Back Office Support	9	
Conference Room Support-Equipment Setup	2	
Connectivity	6	
Email	20	
General Information	14	
NIHnet	2	
OS/390	1	
Telecommunications	16	
Video	2	
Wireless Services	3	
COTS		**59**
Application Support	33	
Hardware	26	

IC Ticket Report with Category Summary
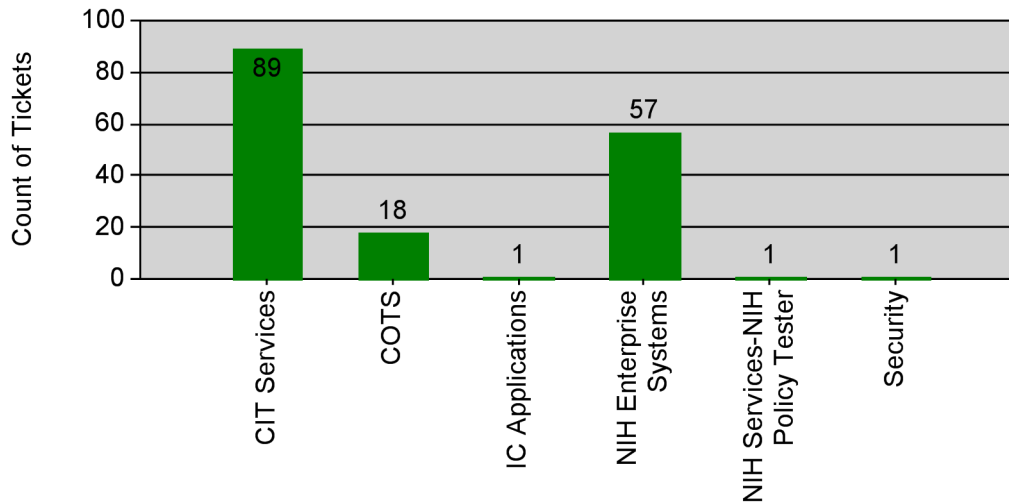
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

IC Applications		**7**
CC Clinical Applications	4	
Local LAN	1	
OIT Categories	1	
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**78**
ADB	9	
eRA-COMMONS	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
ITAS	1	
NBS-User Call	30	
NED	28	
NIH Data Warehouse	2	
NIH Services	1	
NIH Services-NEES	1	
NVision	3	
Security		**4**
Security	4	

IC Ticket Report with Category Summary
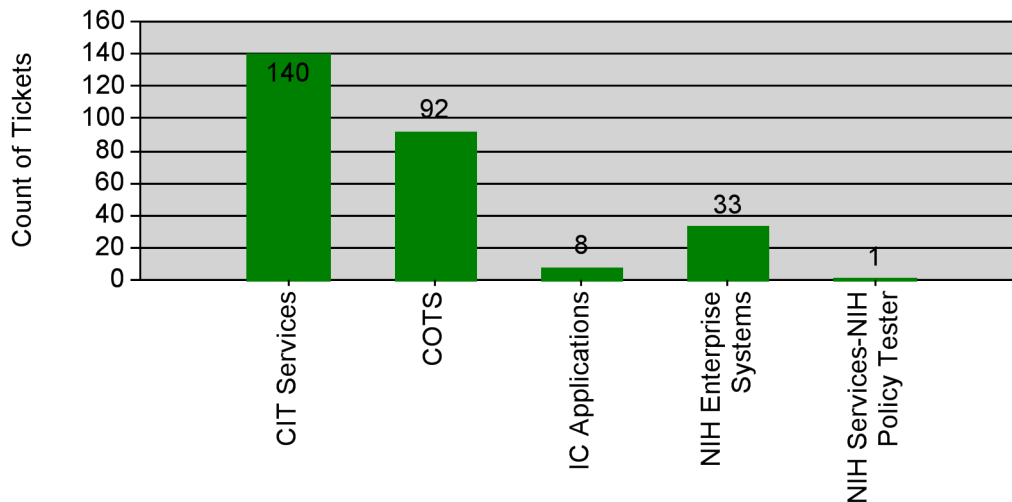
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIEHS		167
CIT Services		**89**
Accounts	57	
ASR	1	
Back Office Support	7	
CIT Categories Remedy	2	
Connectivity	3	
Email	6	
General Information	4	
Video	3	
Wireless Services	6	
COTS		**18**
Application Support	9	
Hardware	9	
IC Applications		**1**
CC Clinical Applications	1	

IC Ticket Report with Category Summary

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NIH Enterprise Systems		57
	ADB	1
	eRA-Infrastructure	1
	NBS-User Call	44
	NED	6
	NIH Data Warehouse	3
	NVision	2
NIH Services-NIH Policy Tester		**1**
	NIH Services-NIH Policy Tester	1
Security		**1**
	Security	1

Tickets By Category Summary

NIGMS		274
CIT Services		**140**
	Accounts	36
	Back Office Support	10
	Connectivity	1

IC Ticket Report with Category Summary
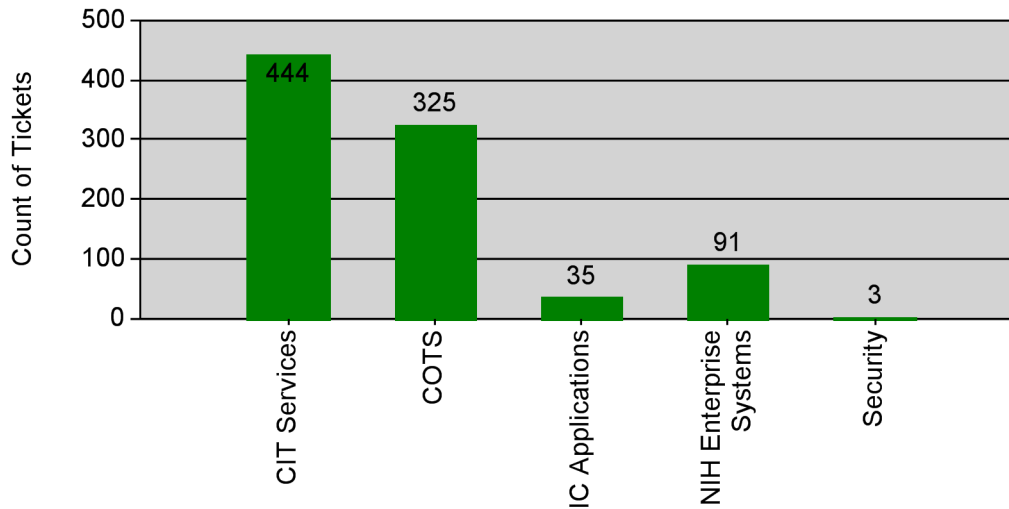
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Email	17	
General Information	22	
NIHnet	1	
Telecommunications	1	
Video	2	
Wireless Services	50	
COTS		**92**
Application Support	33	
Hardware	59	
IC Applications		**8**
E-Grants	1	
Web Site Issue (non-CIT)	7	
NIH Enterprise Systems		**33**
ADB	1	
eRA-COMMONS	3	
eRA-DB	1	
eRA-External	1	
eRA-IMPAC II	11	
eRA-Reporting	2	
ITAS	1	
NBS-User Call	5	
NED	1	
NIH Services	7	
NIH Services-NIH Policy Tester		**1**
NIH Services-NIH Policy Tester	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NIMH	898
CIT Services	**444**
Accounts	214
Back Office Support	43
CIT Categories	2
CIT Categories Remedy	1
Conference Room Support-Equipment Setup	4
Connectivity	20
Email	70
General Information	38
Helix Support	1
NIHnet	6
Telecommunications	9
Training	12
Video	3
Wireless Services	21

IC Ticket Report with Category Summary
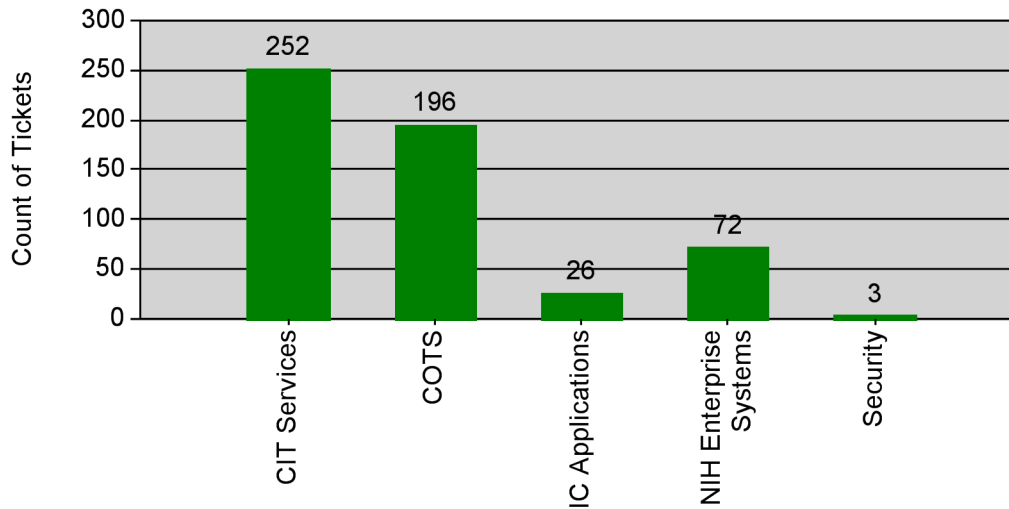
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS		**325**
Application Support	143	
Hardware	182	
IC Applications		**35**
CC Clinical Applications	6	
CC Technical Operations	2	
Local LAN	17	
Web Site Issue (non-CIT)	10	
NIH Enterprise Systems		**91**
ADB	15	
Capital HR Func App Suppt	1	
Capital HR Security	1	
eRA-COMMONS	2	
eRA-External	1	
eRA-Grants Management	1	
eRA-IMPAC II	1	
eRA-Referral and Review	1	
eRA-Software BA	1	
ITAS	2	
NBS-Sandbox	2	
NBS-User Call	34	
NED	23	
NIH Data Warehouse	1	
NIH Services	5	
Security		**3**
Security	3	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NINDS		549
CIT Services		**252**
Accounts	105	
Back Office Support	29	
CIT Categories	1	
Conference Room Support-Equipment Setup	3	
Connectivity	23	
Email	43	
General Information	23	
NIHnet	5	
OS/390	1	
Project Work	1	
Telecommunications	3	
Training	1	
Video	3	
Wireless Services	11	

IC Ticket Report with Category Summary
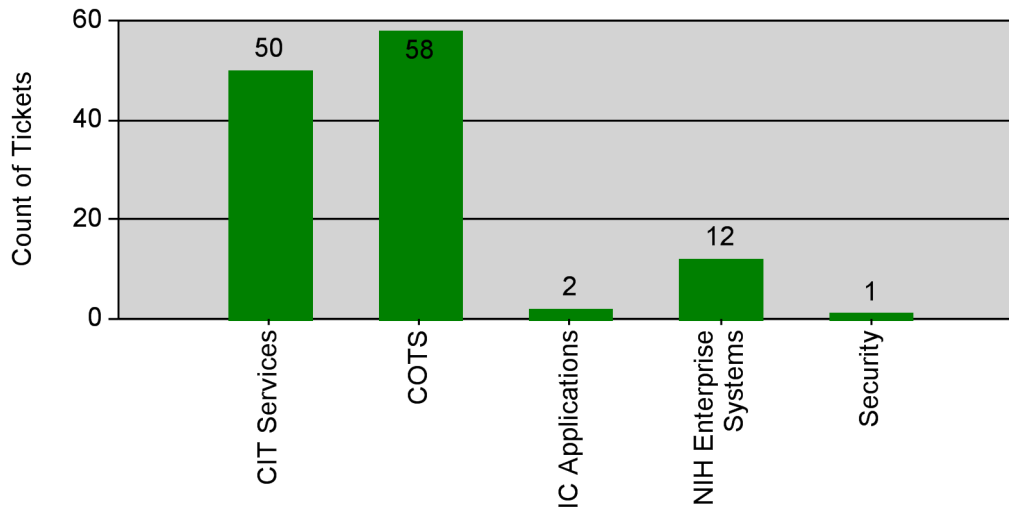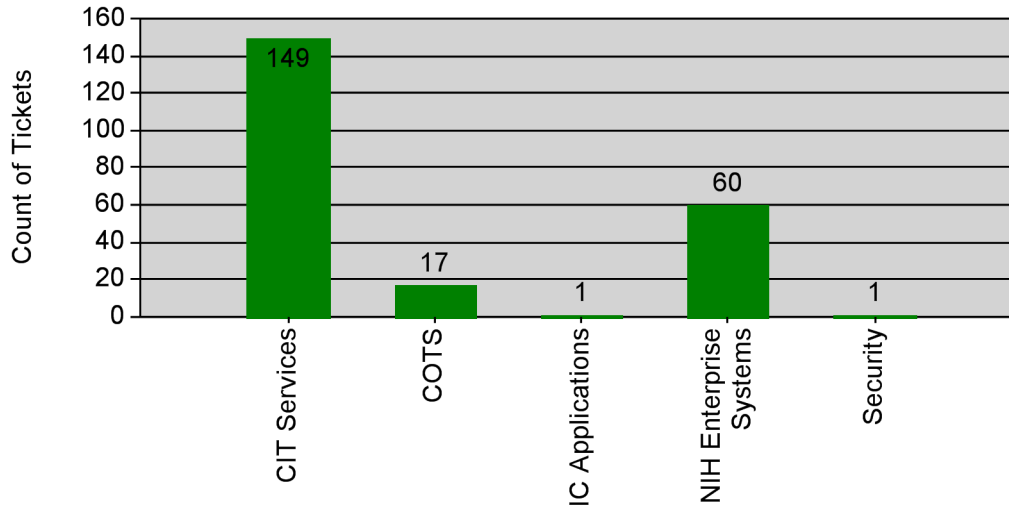
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

COTS	**196**
Application Support	89
Hardware	107
IC Applications	**26**
CC Clinical Applications	1
CC Clinical Applications-ATV	2
CC Technical Operations	1
Local LAN	16
Web Site Issue (non-CIT)	6
NIH Enterprise Systems	**72**
ADB	13
Capital HR Security	1
eRA-External	1
eRA-IMPAC II	2
eRA-Infrastructure	1
ITAS	2
NBS-NAppMan	2
NBS-User Call	34
NED	11
NIH Services	4
NVision	1
Security	**3**
NIHnet-Network Security	1
Security	2

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

NINR		**123**
CIT Services		**50**
Accounts	16	
Back Office Support	11	
CIT Categories	1	
Conference Room Support-Equipment Setup	1	
Connectivity	1	
Email	9	
General Information	2	
NIHnet	1	
Telecommunications	1	
Training	1	
Video	1	
Wireless Services	5	
COTS		**58**
Application Support	29	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Hardware	29
IC Applications	**2**
Local LAN	1
Web Site Issue (non-CIT)	1
NIH Enterprise Systems	**12**
eRA-IMPAC II	1
ITAS	1
NBS-User Call	5
NED	3
NIH Services	2
Security	**1**
Security	1

Tickets By Category Summary

NLM	**228**
CIT Services	**149**
Accounts	85
Back Office Support	8

IC Ticket Report with Category Summary
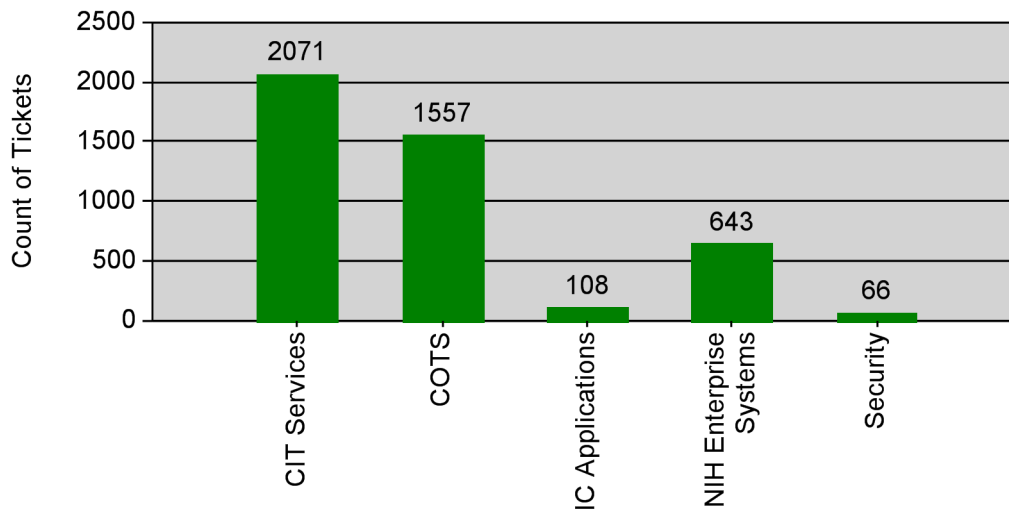
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

CIT Categories	2	
Conference Room Support-Equipment Setup	1	
Connectivity	1	
Email	14	
General Information	12	
NIHnet	2	
Telecommunications	5	
Training	3	
Video	2	
Wireless Services	14	
COTS		**17**
Application Support	12	
Hardware	5	
IC Applications		**1**
Web Site Issue (non-CIT)	1	
NIH Enterprise Systems		**60**
ADB	8	
Capital HR Reporting	1	
eRA-COMMONS	1	
ITAS	3	
NBS-User Call	28	
NED	17	
NIH Services	2	
Security		**1**
Security	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

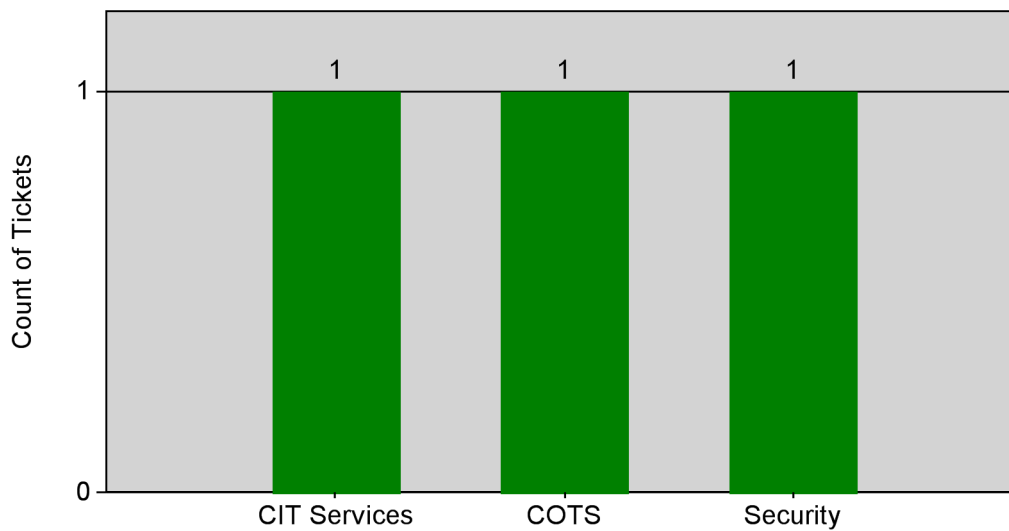Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OD		4445
CIT Services		**2071**
Accounts	862	
ASR	1	
Back Office Support	334	
CIT Categories	14	
CIT Categories Remedy	7	
Conference Room Support-Equipment Setup	38	
Conference Room Support-Reserve	4	
Connectivity	125	
Email	264	
General Information	212	
NIHnet	33	
OS/390	4	
Telecommunications	41	
Training	13	

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

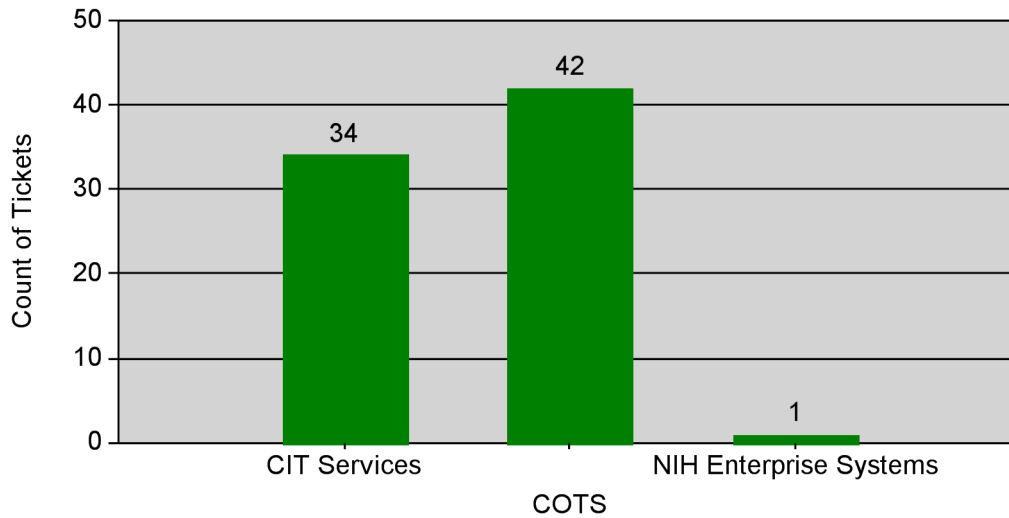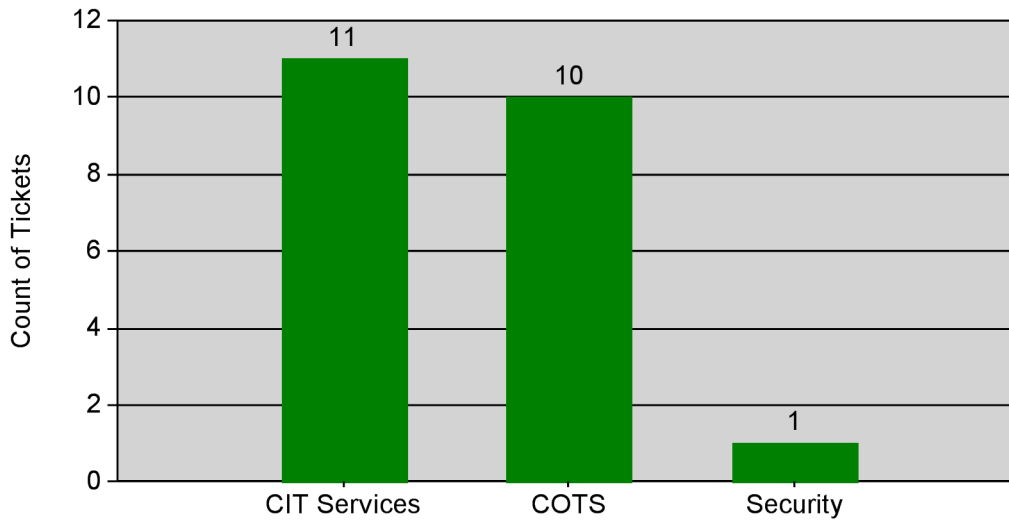|		
Video	14	
Wireless Services	105	
COTS		**1557**
Application Support	559	
Hardware	998	
IC Applications		**108**
CC Clinical Applications	1	
E-Grants	1	
Local LAN	65	
OIT Categories	2	
Web Site Issue (non-CIT)	39	
NIH Enterprise Systems		**643**
ADB	51	
Capital HR Func App Suppt	2	
Capital HR Security	5	
Capital HR Technical	2	
eRA-COMMONS	3	
eRA-DB	2	
eRA-External	1	
eRA-IMPAC II	25	
eRA-Infrastructure	4	
eRA-Referral and Review	3	
eRA-Software BA	3	
GovTrip User Call	11	
ITAS	28	
NBS Break/Fix	1	
NBS Enhancement	1	
NBS-NAppMan	2	
NBS-Sandbox	3	

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

NBS-User Call	288
NED	152
NIH Data Warehouse	14
NIH Services	32
NVision	10
Security	**66**
Anti Virus SW	2
Security	64

Tickets By Category Summary

OEOCR	**3**
CIT Services	**1**
Back Office Support	1
COTS	**1**
Application Support	1
Security	**1**
Security	1

IC Ticket Report with Category Summary
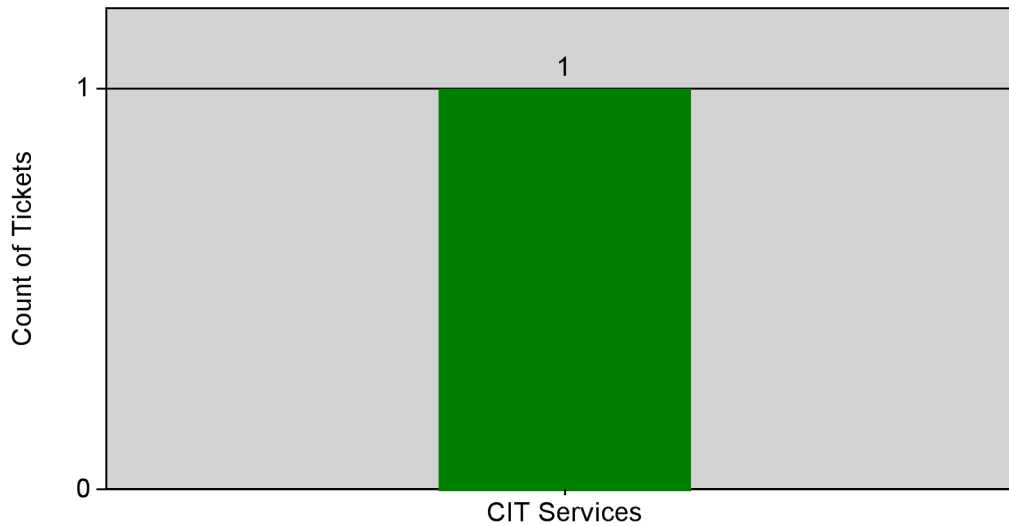
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OFAM		77
CIT Services		**34**
Accounts	16	
Back Office Support	4	
Email	10	
General Information	3	
Training	1	
COTS		**42**
Application Support	11	
Hardware	31	
NIH Enterprise Systems		**1**
ITAS	1	

IC Ticket Report with Category Summary
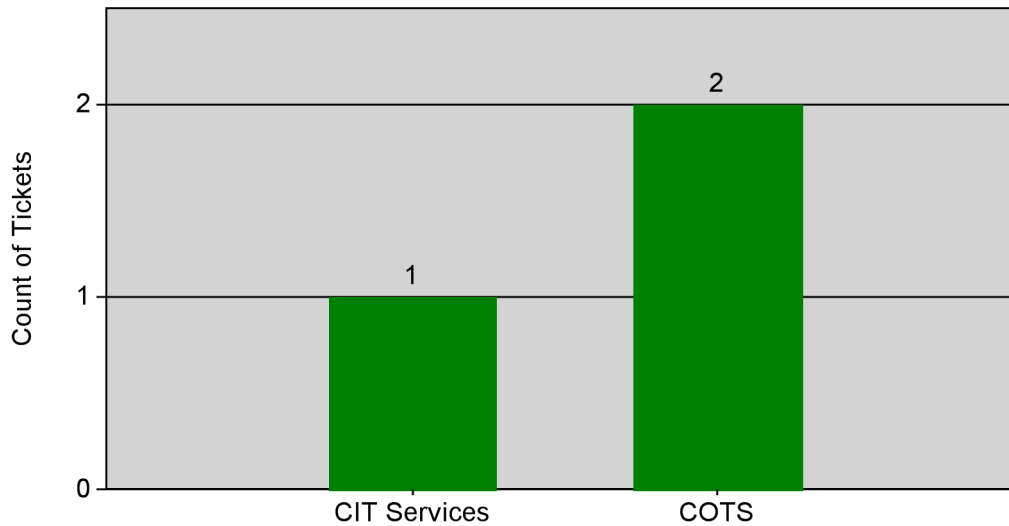
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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Tickets By Category Summary

OFM		22
CIT Services		**11**
Accounts	5	
Back Office Support	2	
Email	1	
General Information	1	
Wireless Services	2	
COTS		**10**
Application Support	6	
Hardware	4	
Security		**1**
Security	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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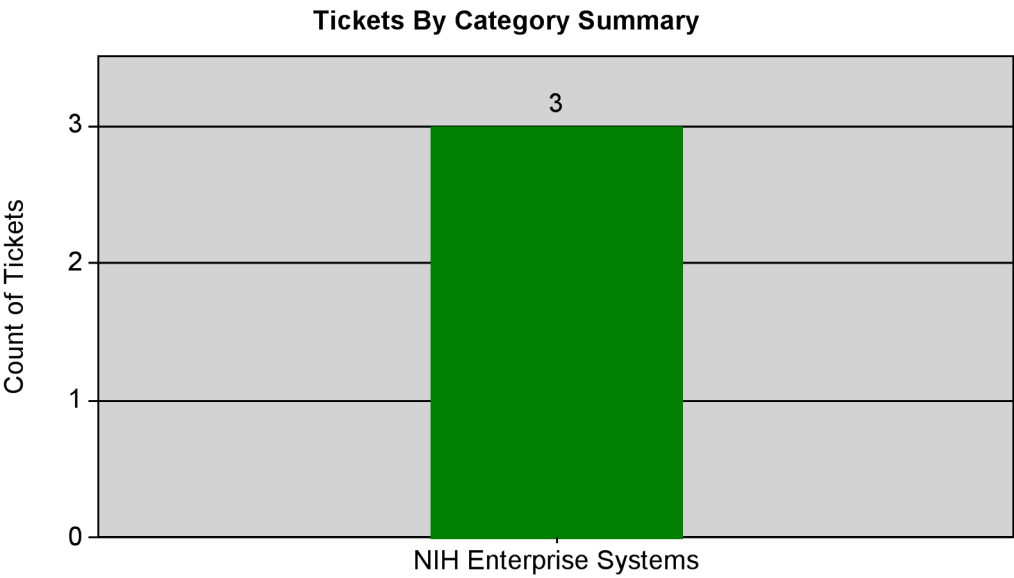
Tickets By Category Summary

OFPO	1
CIT Services	**1**
Email	1

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

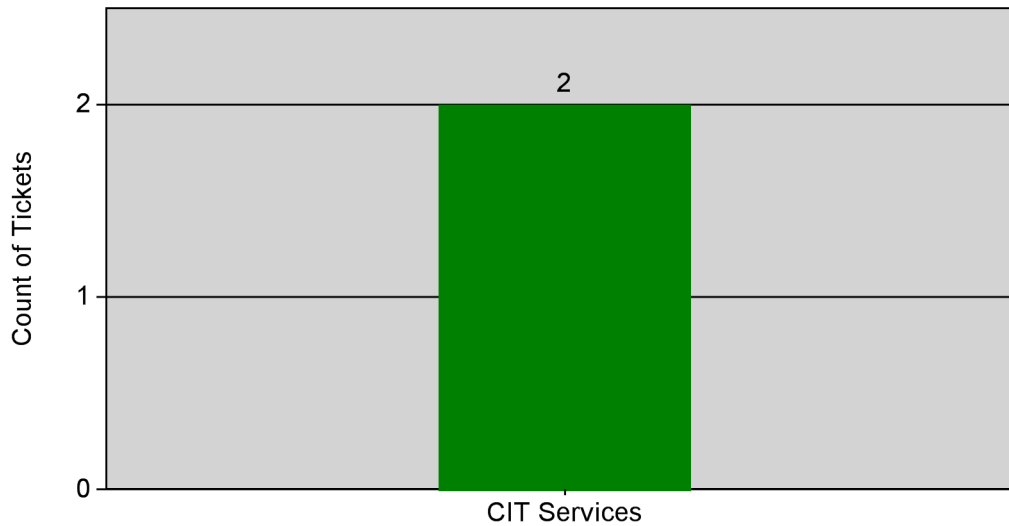| OHIT		**3**
CIT Services		**1**
Back Office Support	1	
COTS		**2**
Application Support	2	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OIM	3
NIH Enterprise Systems	**3**
ITAS	3

IC Ticket Report with Category Summary
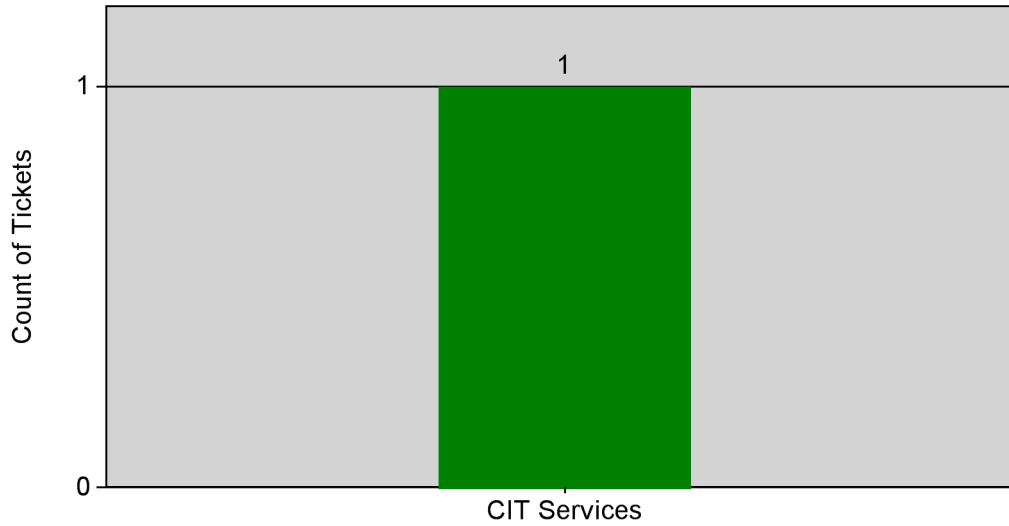
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OM	2
CIT Services	**2**
Back Office Support	1
General Information	1

IC Ticket Report with Category Summary
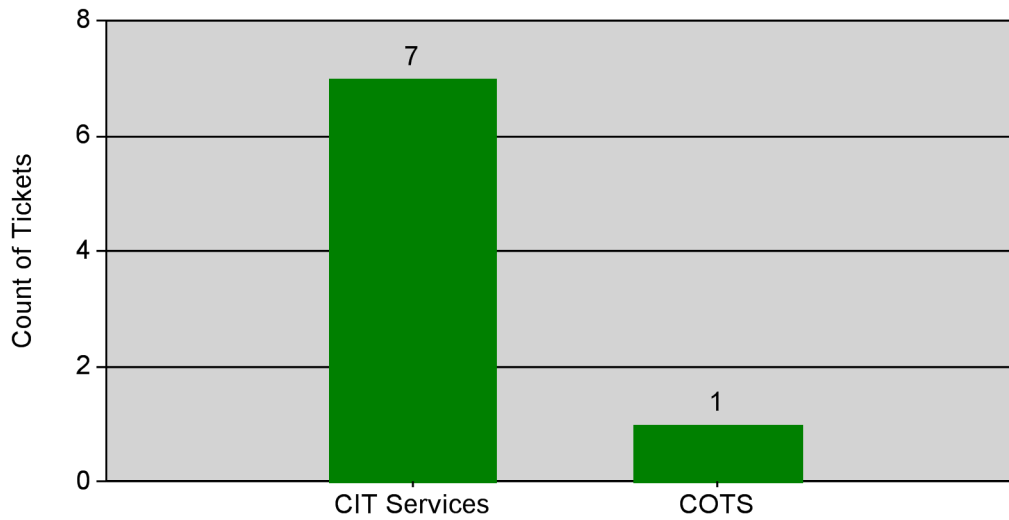
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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Tickets By Category Summary

OMH	1
CIT Services	**1**
Back Office Support	1

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

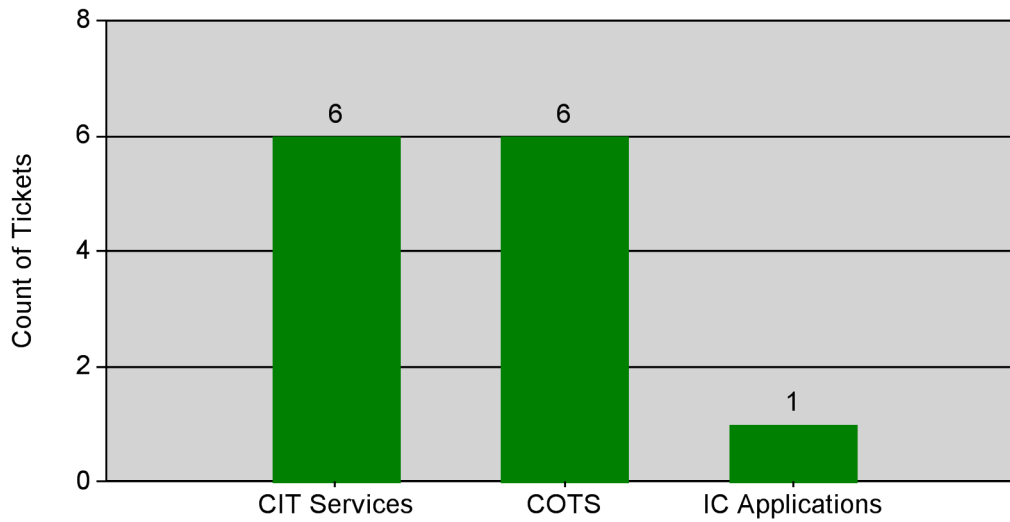| OPE		**8**
CIT Services		**7**
Email	5	
General Information	1	
Wireless Services	1	
COTS		**1**
Hardware	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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Tickets By Category Summary

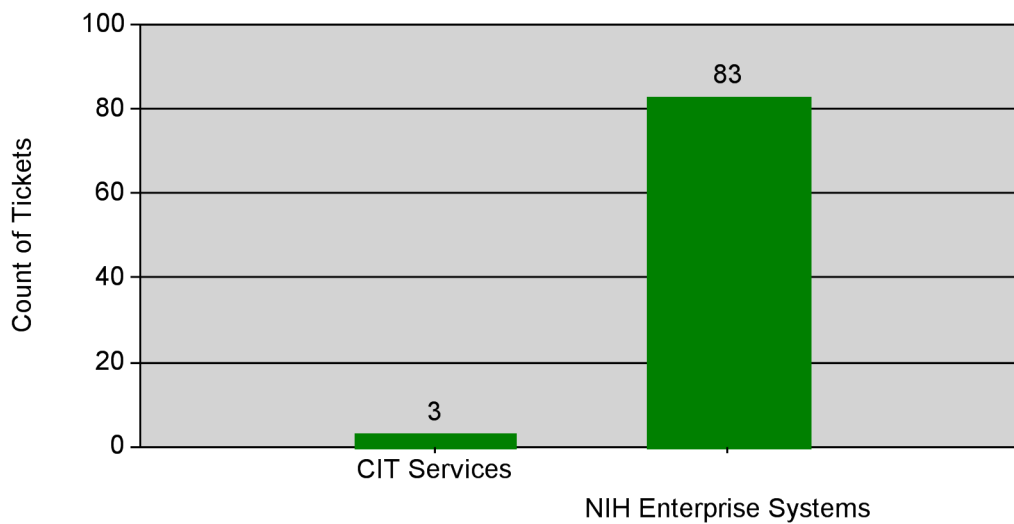| OPR		13
CIT Services		**6**
Accounts	4	
Email	2	
COTS		**6**
Application Support	1	
Hardware	5	
IC Applications		**1**
Local LAN	1	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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Tickets By Category Summary

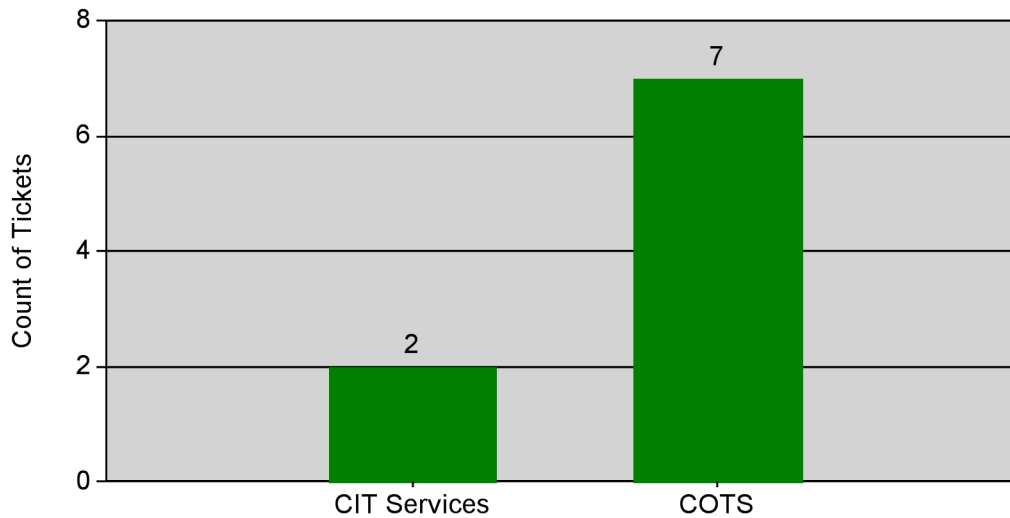| ORA		86
CIT Services		**3**
Back Office Support	1	
General Information	2	
NIH Enterprise Systems		**83**
ITAS	83	

IC Ticket Report with Category Summary
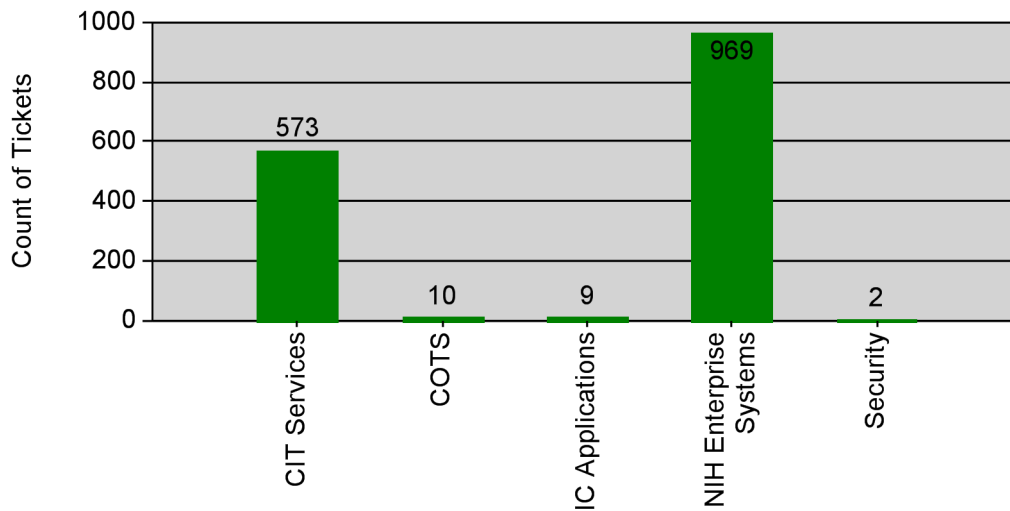
For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

ORHP	9
CIT Services	**2**
Email	2
COTS	**7**
Application Support	1
Hardware	6

IC Ticket Report with Category Summary

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

OTHER		1563
CIT Services		**573**
Accounts	148	
CIT Categories	138	
CIT Categories Remedy	2	
CIT Categories-General Information	1	
Connectivity	2	
Email	144	
General Information	119	
Helix Support	2	
iSDP/Software Distribution	1	
NIHnet	1	
OS/390	7	
Telecommunications	1	
Training	3	
Video	3	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

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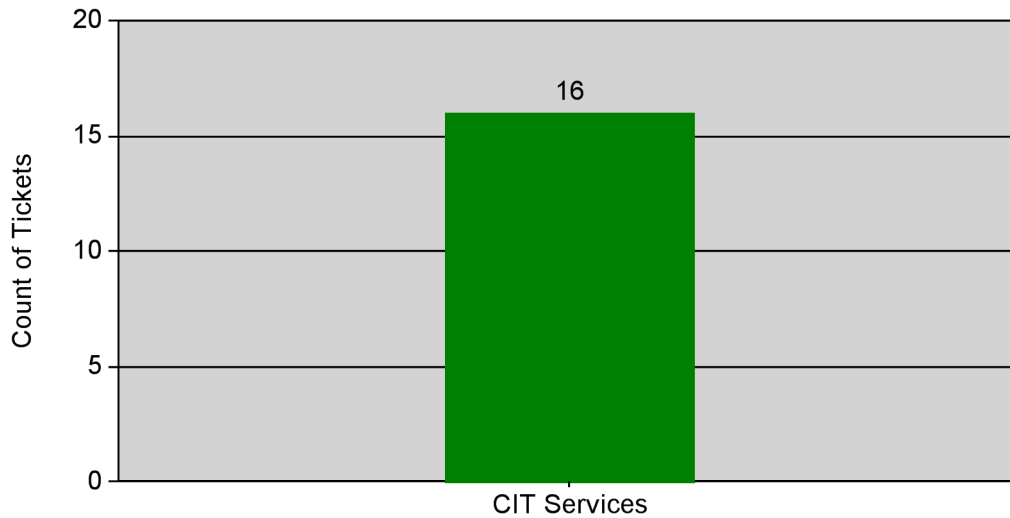|		
Wireless Services	1	
COTS		**10**
Application Support	9	
Hardware	1	
IC Applications		**9**
CC Clinical Applications	1	
Web Site Issue (non-CIT)	8	
NIH Enterprise Systems		**969**
ADB	1	
Capital HR Security	1	
Capital HR User Error	1	
eRA-COMMONS	544	
eRA-DB	1	
eRA-External	371	
eRA-Grants Management	7	
eRA-IMPAC II	2	
eRA-Infrastructure	22	
eRA-Partnership Issues	3	
eRA-Referral and Review	4	
eRA-Reporting	1	
eRA-UAT	2	
ITAS	3	
NBS-User Call	4	
NED	2	
Security		**2**
Security	2	

IC Ticket Report with Category Summary

For the period: Saturday, November 01, 2008 12:00:00 AM to Sunday, November 30, 2008 11:59:59 PM

Snapshot Date: 12/1/2008 6:48:05 AM

Categories have been grouped to simplify the presentation of the data. A breakdown is provided for each chart.

Tickets By Category Summary

Region		16
CIT Services		**16**
Accounts	12	
Email	3	
Wireless Services	1	